Alberta

RESTRUCTURING AND
GOVERNMENT EFFICIENCY

Shared ICT Services Catalogue

July, 2005, v3.0

Putting all the pieces together to provide you with excellent service

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Document Purpose

This catalogue provides an overview of services and service level objectives provided by Restructuring and Government Efficiency (RGE), Information Technology (IT) Services. This information can be used to further your business requirements or to address changes to current services.

Intended Audience

The information presented in this document is intended for Ministry Chief Information Officers (CIO), Directors of Information Technology and their designate.

Document Owner

The Service Catalogue document owner is the Director, ICT Financial & Asset Services, karen.ness@gov.ab.ca.

General Inquiries

For general inquiries on services or to coordinate multiple RGE resources to answer service related questions contact Bob Mason, Team Lead, Service Delivery Management, bob.mason@gov.ab.ca.

For inquiries on billing and costs relating to any of the services, contact Karen Ness, Director, ICT Financial & Asset Services, karen.ness@gov.ab.ca.

For information on how costs for services are tracked and a summary of services and their costs, see Appendix D in this document.

Document Change Management

Changes to this document will be introduced quarterly or as required when services change. Changes will be identified in the table below with appropriate version references to enable readers to track the changes.

EFFECTIVE DATE OF CHANGE	CHANGE DESCRIPTION	CHANGE INITIATED BY	VERSION NUMBER
28 Oct 2004	Document creation	Bob Ferguson	1.0 DRAFT
April 1, 2005	Update detail for services	Karen Ness	2.0
July, 2005	• Update information based on ministry feedback • Add new services – RiteFax, Sharepoint • Appendix D – Service Cost Summary and a description of how service costs are tracked.	Karen Ness	3.0

Document Organization

This document provides you with an overview and detailed views of all services organized into seven categories:

How to Request Services

End User Computing Services

Network Management Services

Servers and Mainframe Services

Cross-Functional Services

Application Services

Service Level Management

The overview provides you with a brief service description of each service and contains links to detailed service descriptions.

QuickView

How to Request Services

For information on how to request services, see Appendix B in this document.

Appendix B – How to Request services

End User Computing Services

Managed Desktop – Shared ICT Services environment	The managed desktop services, provides you with a standardized desktop in the Shared ICT Services environment that has been certified with a base set of software. Standardization of desktop elements leads to reduced downstream costs for upgrades and troubleshooting.
Installation, Move, Add, Change (IMAC)	The Installation, Move, Add and Change (IMAC) service provides changes to desktop hardware and software required to meet customer's business needs.
Mobile Access & Support	Mobile access and support offers mobile accessibility to the Shared ICT Services network and its resources using various connectivity and data portability solutions.
Server-based Computing (SBC)	Server-based computing is enabled via a Citrix interface that enables customers to access information in the Shared ICT Services environment from anywhere, at anytime, and from any computing device over any network.

Network Management Services

Data Network Operations	Shared network services, provides the operational management of the shared voice, radio and data networks. Data Network Operations is responsible for the operational integrity of the shared Wide Area Network (WAN) and Local Area Networks (LAN). This includes tier II and tier III technical support, problem/ change/performance management, and implementation of network upgrades and configuration changes to meet Shared ICT planning objectives.

Network Security Management	Network security management operates inter-zonal firewalls and customer consultation to set direction for desktop, server and network security controls.

Servers and Mainframe Services

Operational Support	Operational support encompasses all server environments including mainframe and distributed servers. It includes console operations, monitoring, capacity/performance management and patch management.
E-mail Management	Email management includes the ability for customers to send and receive email, maintain a mailbox and calendaring functions, and takes advantage of other services associated with email such as distribution lists and anti-virus service.
Directory Services	Directory Services includes authentication/authorization for Windows applications and Active Directory Service enabled applications. It also provides a repository for public information about Government employees and consultants such as work telephone numbers and office addresses.
File Management	File management includes the ability to create and maintain file structures for shared and personal file folders.
Print Management	Print management enables customers to print to any printer within the Shared ICT Services network and to have printing devices certified.
Production Control	Production control includes job submission, module migration through the test and production environments and CD/DVD burning.
Storage Management	Storage management includes the management of all online and external media within Shared ICT Services. This includes capacity and performance management, tape management and offsite storage management.
Database Management	Database management provides support for database monitoring, database software management, database reorganization and database storage.
Backup and Recovery	Backup and Recovery provides automated, daily backup and recovery services for data stored within the Shared ICT Services environment.

Cross Functional Services

Customer Support	Customer support is offered via the RGE Service Desk which functions as the first point of contact for all IT related problems and the initiation of all IT Service Requests. Incident and problem resolution is also centrally managed within the Shared ICT Services environment.
Software Management	Software management covers the management of the software through the software lifecycle for operational activities such as: centralized distribution of packaged software, desktop patching and software upgrades.
Access Provisioning & Authentication	Access provisioning and authentication provides customers access to network resources in the Shared ICT Services environment.
Disaster Recovery Services	Disaster Recovery offers customers 4 different levels of disaster recovery options, ranging from hot sites to best effort. Disaster Recovery - Gold (Hot Site) Disaster Recovery – Silver (Warm Site) Disaster Recovery – Bronze (Cold Site) Disaster Recovery – Best Effort
Asset & Inventory Management	Asset and inventory management provides acquisition services and

	maintains an inventory of IT assets owned/managed by RGE. This includes: all hardware and software located in the Edmonton and Calgary Data Centres. Also included is the coordination of quarterly bulk purchases.
Emerging Technology Evaluation	Emerging technology evaluations provides subject-matter experts to investigate and assess new technologies and their impact on the Shared ICT Services environment.
Facilities Management	Facilities management provides raised floor facilities for customers who desire server consolidation in a secure and controlled environment.
Project Management	Project Management provides access to subject-matter experts who may assist customers with developing technical solutions and implementing new business requirements.
Security Management	Managing the security of the Shared ICT Services environments. This includes service delivery of approved GOA security policies.
IT Account Management	Account Management provides an interface between the ministry and Shared ICT Services to ensure the ministry business requirements are met.

Application Services

Corporate Application Hosting	Corporate application (Band 1) hosting offers customers the opportunity to share applications. There are a number of corporate applications available: Action Request Tracking System Alberta Purchasing Connection Alberta Secure Access Service Bridgit Conferencing Certificate Acquisition Domain Name Acquisition Employee Expense System (ExClaim) Electronic Management of Problems, Assets and Change - eMPAC Electronic Payment System IMAGIS – Information Management Alberta Government Integrated System Interactive Record Information System Management System Capital Asset Sharepoint Web-Based Search Web Content Management Web Site and Web Based Hosting
Shared Application Hosting	Shared application (Band 2) hosting includes the physical hosting and support for applications that are shared by multiple customers. The shared applications available are: Electronic Rooms (E-rooms) Contract Management Administration System PEAK Media Streaming Video/Audio Service Web-Based Reporting Server Opinio Web-Based Application Hosting
Ministry Application Hosting	Ministry application (Band 3) hosting includes the physical hosting and support for ministry specific applications.
Application Maintenance Integration	Application maintenance integration interfaces with customer's application maintenance teams for coordination of changes within the Shared ICT Services environments.

Service Level Management

Service Level Management ensures that Service Level Objectives (SLO) are documented and agreed to in the form of a Service Level Agreement. SLO's are reviewed, monitored and reported against on a monthly basis. Quarterly review meetings are held with customers to proactively improve service levels. Standard Service Level Objectives are listed in this catalogue. If a higher level of support is a business requirement, this can be negotiated with Bob Mason, Service Delivery Management.

For further information on Service Levels see the Service Level Management section in this document. Service Level Management

Working together we can accomplish great things

Detailed View

End User Computing (EUC) Services

Managed Desktop – Shared ICT Services environment

Service Description	The creation, maintenance and support of desktop images in Shared ICT Services environment, is an operational process that strives to provide managed, secure deployment of the computer operating system most widely used in the industry and as provisioned by the GOA Enterprise Agreement. A managed desktop standardizes desktop elements, which, in turn, leads to reduced downstream costs for upgrades and troubleshooting issues. The components of this service include: • A certified common base build image including the operating system and supporting utilities. The productivity suite will commonly include software for e-mail, word processing, spreadsheet, presentations and financial analysis. Details of current installed components can be viewed by following this link: http://www.clientservices.gov.ab.ca/Desktop_Related/GoA_Build_Contents.htm. • A centrally managed security patch management system and processes that ensure patches are applied uniformly across all desktops at timely intervals. • A centrally managed virus protection service. • Certification of computer devices for use in the Shared ICT Services environment and its automated processes. • Network printer driver support including testing and implementation of printer drivers. • Operational and technical support for hardware/software break/fix, coordinating tier 2/3 and third party vendor's support, problem determination and problem resolution. Deployment of GOA certified desktop builds to government owned or leased computers within the Shared ICT Services environment.
Service Availability	• Service requests are processed on business days between 08:15 – 16:30. • Extended hours of operations are available for business critical and priority customers at additional cost. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be considered as out-of-scope and an additional cost may apply.
Service Costs	• A seat is defined as a workstation. This includes laptops, PDA's (monthly email charge only), and workstations located in meeting rooms, training rooms, common areas and spare offices. • Standard certified desktop ○ Desktop: $40/desktop/month (if only providing desktop services) ○ Bundled services including Desktop, Email, File and Print: $110/desktop/month for all services • Non-standard desktop is an additional. $40/desktop/month for desktop services only $110/desktop/month for bundled services *(A non-standard desktop is a desktop that is configured differently than the GOA standard build identified above under Service Description. It includes additional software, hardware or additional privileges such as Admin rights)*

	• Additional VIP Surcharge: $40/desktop/month for desktop services only
	$110/desktop/month for bundled services
	
	Note: A VIP designation will raise the priority of a case up one level as described in the Service Level Management section of this document.
	• PDA Services
	  ○ Wireless PDA Support Charges: $25/month
	  ○ Wireless PDA VIP Additional charge: $25/month
	  ○ Non-wireless PDA (classified as a peripheral): Support is currently included in the desktop costs
	• Rush requests for certification of products will be billed at the overtime rate of $120/hour.

Out Of Scope	• Desktop hardware refreshes – the acquisition of desktops and deployment for the refresh are not included in scope but deployment can be arranged as a project at an additional cost. • Local printer support – is not included in the base service but can be provided at an additional cost of $80/hour plus cost of materials. • Support for other peripherals such as scanners, imagers, digital cameras, etc. – is not included in the base service but can be provided at an additional cost. Cost would be based on time at a rate of $80/hour plus cost of materials if required. • Hardware acquisition, telephone service or any facilities management. • Software acquisition and annual maintenance. • Support for home PCs. • Backup of the desktop local hard drives. • Local admin rights are not supported through the base build. If local admin rights are a business requirement, then the non-standard desktop surcharge will apply. • Cost of storage. Storage costing is found under the Storage Management Service .
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• This service is limited to the provisioning, maintenance and support of the current GOA certified build, which includes all Shared ICT security and management processes. The certification process is located at: http://www.clientservices.gov.ab.ca/Software_Management/Steps_to_implement_Software_Change.htm • Desktop operating system configurations which do not meet all Shared ICT security and management processes (e.g. non GOA certified hardware) are not covered under this service and must be negotiated separately as part of non-standard service. Non-GOA certified hardware must be able to accept the certified base build and must participate in all security management processes. • Implementation of service pack updates or new versions of the operating system (OS) into the shared environment will occur once there is general industry agreement that the OS version is stable (minimally after 3 months of general availability), and that industry best practices and Shared ICT best practices have been completed in terms of security, testing and system management. • Distribution of new desktop build version releases to business units can begin once the applications required by those business units have been certified on the new version release, and that all other business related criteria and change management processes have been completed.

Service Level Objectives	• The desktop base build and software on desktops within the Shared ICT Services environment will be no later than n-2 versions. • Security patches are deployed on a regular monthly schedule. Emergency patches are deployed once tested. • Repair desktop equipment with a target of 90% to be completed within 5 business days (dependent on warranty and availability of ministry hardware). • The Shared ICT Services environment desktop refresh is currently recommended to be 3 years.
Training	• Orientation materials are available at the following link: http://www.sharp.gov.ab.ca/Shared_ICT_Services/project_migration/documents/orientation_guidev1.1.pdf.
Disaster Recovery	• The 'Bronze' disaster recovery service is in place for this service. For additional information on the Bronze disaster recovery service, see Disaster Recovery – Bronze Services (Cold Site). • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations, andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled weekly maintenance to the environment components that could affect the desktop is performed between 07:00 and 10:00 on Sundays. • Individual desktop changes will be coordinated with the customer and scheduled as agreed upon.

Installation, Move, Add, Change (IMAC)

Service Description	The installation, move, add or change of desktop device hardware and/or software within the Shared ICT Services environment. The components of this service include: • Installations – install of workstation or other primary desktop hardware at the designated location, loading of the base build and other specified software, and testing. • Moves – includes de-installation of workstation or other primary desktop hardware at the designated location, moving the device to the new designated location, re-installing the device and testing. • Adds – includes the installation and testing of additional customer software and/or hardware components to a primary workstation or other primary desktop hardware device. • Changes – replacement of workstation or other primary hardware components and software which includes installation of replacement component and testing. • Removal – includes the de-installation of desktop hardware and return of the device to inventory or disposal. Disposal will follow the GOA Policy on Disposal of Equipment for ensuring that data has been cleared off the devices.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Special requests for IMAC services performed outside of the business hours will require the approval of the Shared ICT Services Operations Director. Note that the work effort will be billed on a cost recovery basis at overtime rates.
Service Costs	• On average one installation and/or relocation per year, per desktop is planned within the total desktop counts and is included in the Managed Desktop rates. • IMACs that exceed the total number of annual desktop counts for the ministry will be billed on a cost recovery basis. • Workgroup IMACs are treated as projects and charged time and materials.
Out Of Scope	• Software and hardware certification. • Acquisition and maintenance costs of software and hardware. • Customers, as owners of the equipment, must dispose of their own assets and ensure all information is deleted from the hard drive.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Desktops must be managed by Shared ICT Services. • Requests outside of the base or supported software will require negotiation and cost will be based on time and complexity of the request. • It is the customer's responsibility to ensure adequate licensing of products. • On average 1 installation and/or relocation per year, per PC is planned within the total desktop counts and is included in the Managed Desktop rates.

Service Level Objectives	• Install, Move, Add or Change (IMAC) requests for standard products and services will be completed within 2 business days. This does not include the delivery time for new hardware or software components. • Create customer account for local network within 2 working days. • Move employee data to different security or distribution groups, including inter-Ministry moves. Move customers to new groups within 2 working days and 5 working days for e-mail IDs. Please note that some system processes run overnight increasing the SLO. • Reset customer's passwords or unlock their accounts. Revalidate customer's accounts within 30 minutes. • Delete customer IDs for employees and consultants within 2 working days. • Workgroup IMACs – Workgroup IMACs are IMACs that have 10 or more workstations. These will be treated as a project with specified start/end dates (which may result in additional cost to the agreement). NOTE: • The installation of a desktop computer, printer and PDA is counted as three IMACs as three primary devices are involved. The removal of old equipment is only counted as an IMAC if it is a stand-alone request. • An add or change of multiple hardware or software components, on a single primary device, is counted as one IMAC if it is in the same service request. • Security patches and desktop software upgrades needed to prevent or correct damage caused by viruses and other malicious Malware are not counted as IMACs. • Upgrades of standard desktop software needed to conform to contractual requirements for software currency are not counted as IMACs. • The installation and removal of a temporary hardware device (used as an interim solution until the permanent hardware is being repaired) is not counted as a separate IMAC.
Training	• No training is provided on new software products; it is the responsibility of the Ministry to provide customer training.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled weekly maintenance to the environment components that could affect the desktop is performed between 07:00 and 10:00 on Sundays. • Individual desktop changes will be coordinated with the customer and scheduled as agreed upon.

Taking your ideas and turning them into reality

Mobile Access & Support

Service Description	Remote access provides mobile customers with connectivity solutions to business data and resources within the Shared ICT Services environment. Remote access includes: • Citrix server based computing services from any workstation. The Citrix environment provides a computing architecture that allows information from Shared ICT Services to be accessed anywhere, anytime, from any computing device and over any network. This service provides a full, internal GOA workstation accessible through a GOA or external workstation. • Nortel Contivity for Virtual Private Network (VPN) services from GOA workstations only. • Dial-up services can be facilitated where high-speed Internet access is not available. Data portability provides mobile customers with various forms of both live and copied (cached) solutions to access business data from any location using various types of devices: • Roaming preferences (profiles) give live access to personal preferences from any GOA workstation. • Personal documents (My Documents) can be accessed from any GOA workstation, or have cached access from any GOA laptop. • E-mail can be accessed live via remote access or Blackberry devices see E-mail services for more details; there is cached access from GOA laptops or any PDA device. • LAN Shared directories can be accessed via Citrix remote access from any computer.
Service Availability	• Service is accessible 24X7 except during Scheduled Service Maintenance Outages (see below). • Servers are restarted daily between 02:00 and 03:00. Because services are all load-balanced, this does not result in an outage of the service. • Citrix services and support will be available 24X7. • VPN services will be available 24X7 and dedicated support is available business days from 08:15 - 16:30. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Citrix Base Rate (currently under review): o $16.90 per month per customer where RGE Service Desk is the first point of contact o $15.90 per month per customer where a Ministry Service Desk is the first point of contact Base rates provide the customer with the Citrix desktop and/or all of the MS Office Standard components. • Application Utilization Rate: o Level A: $3.00/application/customer/month 40 or more instances of the application can run concurrently on a Citrix server o Level B: $5.00/application/customer/month 30-39 instances of the application can run concurrently on a Citrix server o Level C: $7.00/application/customer/month 20-29 instances of the application can run concurrently on a Citrix Server o Level D: $9.00/application/customer/month Fewer than 20 instances of the application can run concurrently on a Citrix Server • VPN Service Rate: $34/month/defined customer • POP Mail: $2.50/ID/month • Dial UP: $2.50/ID/month • BlackBerry PDA Service:

	○ One Time Installation: $100 ○ Monthly Support Fee: $25 ○ VIP Surcharge: $25 Note: The VIP surcharge will raise the priority of the case up one level. • FOB Costs: under review
Out Of Scope	• Services outside of Shared ICT Services.
Pre-requisites	• Remote access solutions (Citrix, VPN) require internet accessibility. • An RSA FOB will be required for remote access and will be provided as part of the solution at an additional cost. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Justification and management approval must be included with VPN requests as this service is a higher security risk solution. • Unmanaged workstations (e.g. home computers, internet cafes, etc.) may require the installation of the Citrix ICA Web Client and the Uniprint Client (optional) software or have a supported Java Virtual Machine. This software is available on the secure login site https://securelogin.gov.ab.ca for the software installation. Administrative access to the computer is required to install the software.
Restrictions/ Constraints	• An RSA Key-FOB device is required for secure 2-factor authentication into the Shared ICT Services network. This device will be procured and provided to the customers as part of the solution at an additional cost. The security FOB will need to be replaced every 2-4 years depending on the retention of the FOB. • VPN service is only available to workstations managed by Shared ICT Services. • Hand-held (PDA) devices are limited to government-owned devices.
Service Level Objectives	• New Remote Access customer requests will be processed within 3 business days. • FOB's must be acquired from IBM and this can take up to two weeks. • The Citrix remote access availability is 24X7.
Training	Customer documentation is available and provided on request. • Mobile Customer – Orientation Guide • Citrix Quick Reference Guide • FOB Instructions • Nortel VPN User's Guide • Telus Public Dialer Manual • Bell Global Dialer Manual
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the RGE IT Shared ICT Services Operations, Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• The servers are staggered over the week to refresh (i.e. reboot) – there should be no impact to the customer during these reboot periods. • Scheduled weekly maintenance to the server is performed between 07:00 and 10:00 on Sundays. During these periods Citrix and VPN services will not be available.

Server-based Computing (SBC)

Service Description	The Citrix environment provides a computing architecture that not only allows information from Shared ICT Services to be accessed anywhere, anytime, from any computing device and over any network, it also provides the capability for centralized server based computing. This service provides software to be executed from the Citrix servers instead of installing the software on the GOA desktops. Citrix services are delivered in three ways: • Using web browser software, the customer works within the server-based computing (SBC) terminal session providing access to GOA applications. • SBC applications can be launched using a "rich software client" (Program Neighborhood Agent), which obscures the SBC platform from the customer. • Using a Java Client on a machine with an installed supported Java Virtual machine.
Service Availability	• Service is accessible 24X7, except during scheduled maintenance periods. • Citrix Services and support will be available 24X7. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Refer to service costs itemized under Mobile Access & Support.
Out Of Scope	• Changes to backend application servers and workstations are not included under this service.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Workstations managed by Shared ICT Services can request the Citrix ICA Web Client and the UniPrint Client (optional) software be installed.
Restrictions/ Constraints	• Applications are capable of running in a server based computing environment.
Service Level Objectives	• If the application already resides within the Citrix servers then the request will be completed within 3 business days. If the application does not reside within the Citrix environment then 10 business days will be required to develop the Citrix package.
Training	• No formal training is provided for this service. • There are reference guides available on the client services website. http://clientservices/gov.ab.ca
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• The Citrix environment has built in redundancy therefore, individual servers can be brought down for maintenance without impact to service. • The server refreshes (i.e., reboots) are staggered over the week; customers should not be impacted. • When there is a requirement to bring down the entire Citrix environment, then the service will not be available (i.e. emergency patches, power outages, etc.). Such occasions will be precipitated by a broadcast message and where applicable, scheduled within the weekly maintenance scheduled between 07:00 and 10:00 on Sundays.

Network Management Services

Data Network Operations

Service Description	This service provides network operational support for all the shared GOA LAN and WAN environments. RGE will administer, operate, maintain, and troubleshoot the communication network.
	• Network operational support includes:
	  ○ Providing technical support and advice regarding proper use and functionality of network services
	  ○ Documenting network services such as escalation, topology documentation, contact information and operational procedures
	  ○ Providing network usage reports as required
	  ○ Coordination of GOA 3rd party vendors supplying network services
	  ○ Administering all the naming and addressing of all network devices in the Shared ICT Services environment
	  ○ Completing network IMAC requests
	  ○ Updating network asset inventory
	• Implementing shared network plans – validating the network designs can be implemented within the framework of maintaining the operational integrity of the shared data network. Provide input to the annual Shared ICT services Operational Plan and provide quarterly updates. Update all network management systems and configuration to support the new configurations including any procedural changes that may be impacted.
	• Providing performance monitoring and management services which includes monitoring continuous end-to-end performance of the network, monitoring physical and logical connections to the GOA network, identifying network bottlenecks, performing necessary diagnostic routines, providing corrective action for network thresholds exceeded, identifying network shortages and trends. The performance monitoring is dependent on the tools the ministry has in place.
	• Capacity and configuration management which includes managing current network capacity usage, developing and adhering to GOA configuration standards, participating in joint quarterly planning reviews with the GOA, Ministry and 3rd party vendors, implement configuration changes on the shared data network infrastructure.
	• Performance management for managing network traffic.
	• Wide Area Network (WAN) services include installing and maintaining WAN connectivity for Shared ICT Services sites including internet access services.
	• Local Area Network (LAN) Services include installing and maintaining LAN connectivity for Shared ICT Services sites, transporting voice and video protocols over the LAN.
	• Conferencing services include configuring, installing, testing, operating and maintaining all conferencing premise systems.

Service Availability	• The network is available 24X7 with the exception of scheduled maintenance windows. • Dedicated support from 07:30 to 17:00 business days with on-call support for non-prime hours. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of prime time may be charged as out-of-scope and will be at an additional cost. • RGE will be responsible for engineering, configuration, monitoring, tuning, security and support of the shared communications equipment and shared services (including circuits, modems, routers, multiplexers, and channel extenders). • On-call pager support is available 24X7.
Service Costs	• SNA Cluster (56KB) or less: $50/cluster/month • SNA Cluster (greater than 56KB): $100/cluster/month

	• TCP/IP Connection: $0.10/KBPS/month (also known as Committed Information Rate) is based on the committed information rate (or used bandwidth) of access line between the ministry and the shared government network. This rate recovers the TCP/IP software, coordinating modem/switch changes, diagnostics and problem/change management. • NOTE: Other costs are paid for by Innovation and Science on behalf of Government of Alberta.
Out Of Scope	• The shared government network (AGNpac) is not included in the service level measurement. • Support of Ministry managed networks.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Network service changes may require substantial lead-time to evaluate network and security impacts.
Service Level Objectives	• Provide prime time availability at, or above, an average of 99.75% and an overall availability of 99.00%. Availability is measured from the shared environment to the shared network access points. • Response to emergency requests: Target is working the problem within 40 minutes (nonprime-time) or 20 minutes (prime-time). • A customer will be contacted within 5 business days after submitting a fully completed service request into the eMPAC application, with cost estimate and time expectation for delivery of network service or context changes.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • There is however, some redundancy built into the network but it may not be in place for all components, the network will need to be verified for disaster recovery services required at a level higher than 'Best Effort'. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Rob Taylor, Director of Network Services: rob.taylor@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Putting the wheels in motion to serve you better

Network Security Management

Service Description	This service provides secure operations for Shared ICT Services by operating inter-zonal firewalls and consulting with customers and regulators for setting directions for desktop, server and network security controls. Service is delivered as a baseline or cross-functional service to all customers on the GOA network.
Service Availability	• The network is available 24X7. • Firewall monitoring is available business days from 08:15 – 16:30. • On-call pager support is available 24X7. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Costs are under review.
Out Of Scope	• Security management of ministry supported firewalls within the Ministry networks.
Pre-requisites	• Some security requests may require that a risk assessment be carried out. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Approvals for non-emergency network security changes may require several stakeholder approval phases. • Service changes may require substantial lead-time to evaluate security impacts. Threat and risk assessments may need to be conducted, and depending on the risk severity, the changes may not be approved.
Service Level Objectives	• Response to emergency requests: target is working the problem within 40 minutes (non - business hours) or 20 minutes (business hours). • A customer will be contacted within 5 business days after submitting a fully completed non-emergency service request, with cost estimate and time expectation for delivery of security service or context changes.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Matt Anthony, Director of Security & Support Network Services: matt.anthony@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Reaching new heights

Servers and Mainframe Services

Operational Support

Service Description	Operational support provides the following services for shared and dedicated servers: • Console operations – monitoring processing and environments, handling of alarm/alert/warning messages. Initiate appropriate, pre-established procedures or actions in response to abnormal situations in the areas of hardware and/or software malfunction or environmental emergencies. • Automation services – create and maintain automation routines that monitor and alert for warnings/unavailability across the mainframe and distributed server environments. • Scheduling services – set up scheduled events or sequence of jobs to start at ministry requested times to meet batch windows and online requirements. • Data transmission – monitoring the transmission of files between GOA sites and other parties. • Capacity management – monitoring system utilization, capacity limits and expected capacity needs for server resources and data storage. Provide annual capacity forecasts in conjunction with customers. Maintain required capacity to meet application needs (processing and storage resources). Additional capacity in excess of growth assumptions to be negotiated with the Ministry. Monitor and recommend processing and storage needs to the Ministry. • Performance management – providing monitoring and reporting of system performance, utilization and efficiency. Monitor processing and storage resources to minimize customer problems associated with overloaded processing, insufficient disk capacity or slow response. Monthly reports are available at: http://RGEinfolink.gov.ab.ca/resource_room/reports.cfm • Patch management – ensuring all security related patches, fixes or service packs/system fixes are installed. • Configuration management – recommending and establishing standard configurations for equipment. • Equipment - preventative maintenance is scheduled and applied according to manufacturer's specifications. Maintenance is performed in accordance with the change window or to a mutually agreed upon schedule.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Services are available 24X7 except for scheduled Sunday maintenance block times. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope. • On-site support from 08:15 - 16:30 business days; on-call is available outside of these hours. • Calgary Console Operators provide on-site support from 08:15 to 16:30 business. • Edmonton Console Operators provide on-site support 24X7.
Service Costs	• Mainframe CPU: Batch: ○ Rush Priority: $14.00/minute ○ Prime: $8.40/minute ○ Non-Prime: $3.75/minute ○ Weekend: $2.80/minute Online: ○ Prime TSO: $11.20/minute ○ Prime Non-TSO: $8.40/minute

	(Mainframe CPU continued) ○ Non-Prime: $3.75/minute ○ Weekend: $2.80/minute Prime: 08:15 to 16:30 Business Days Non-Prime: After 16:30 to 08:15 Monday to Thursday Weekend: After 16:30 Friday to 08:15 Monday and statutory holidays Note: For open systems servers for those customers who have migrated into the Shared ICT Services environment, the costs are included in the $110/seat for managed desktop. See Managed Desktop section for further details. Managed Desktop – Shared ICT Services environment.
Out Of Scope	• Server refreshes for dedicated ministry servers. Refreshing servers every 3-5 years is recommended. Can be provided at an additional cost based on a cost recovery basis.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Console operation messages are dependent on the capability of the application to generate them. • Increased volumes in capacity will be subject to availability of storage, therefore it is best to identify the requests with 2-4 weeks lead time to ensure accessibility to resources. • Service packs/fixes that are not deemed critical or urgent may take time to implement due to coordination with multiple customers. • There is an existing contract for centralized print therefore base services will be guided by that contract. Changes to the service that will result in a global change may be subject to approval by multiple customers.
Service Level Objectives	• Security patch/fixes that are deemed critical and required are to be deployed no later than 30 days after general availability. • Notify Ministry through the EIPS Security Contact List within 1 hour of major attacks for new viruses or failure to automatically detect known viruses. • Software is to be maintained at versions no later than n-2. • Prime time availability at, or above, an average of 99.75% and an overall availability at, or above 99.00% (excluding scheduled down-times).
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca and for Data Centre Operations contact Al Schachtel, Director of Data Center Operations: al.schachtel@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

E-mail Management

Service Description	Email services via MS Exchange 2002 included in the Shared ICT Services environment (shared between 5 ministries as of 7/19/05): • Mailboxes • Calendaring • Contacts, tasks and notes • Distribution lists • Public Folders • Interfaces with the cross-government MailConnect directory service • Server-based anti-virus services MailConnect (mainframe service that manages external mail) services include: • Cross government messaging routing services • POP3 email accounts for customers that cannot be served though Exchange services • Majordomo distribution lists for customers that need shared distribution lists that include outside of government contacts • Server-based anit-virus (in addition to Exchange anti-virus services described above) • Tagging of spam email BlackBerry & PDM Service: • Via Blackberry Enterprise Server and service supplier(s) – Telus and/or Bell • XX Type of anti-virus software Note: The VIP surcharge will raise the priority of the case up one level
Service Availability	• Service requests related to this service are processed business days between 8:15-16:30 • Email services are clustered for high availability: 99.99999% server up time; SAN and SAN to server connection; available 24x7 with the exception of scheduled (typically Sundays from 7am-10am) or broadcast maintenance windows • Onsite support is available business days from 8:15-16:30 • Full tape backup is performed nightly and 35 generations kept on-hand
Service Costs	• Standard certified Desktop o Email: $30/Mailbox/month (if only providing email services) o Bundled services including Desktop, Email, File and Print, the total cost per desktop is $110/desktop/month for all three services on a standard desktop • Additional VIP Surcharge: $30/Mailbox/month if only providing Email services $110/desktop/month for bundled services. Note: The VIP surcharge will raise the priority of a case up one level • POPMAIL: $2.50/user/month • Storage Management: $4/GB/Month (see Storage Management section of this document) • BlackBerry & PDA Service: • One Time Installation: $100 • Monthly Support Fee: $25 • VIP Surcharge: $25 Note: The VIP surcharge will raise the priority of the case up one level
Out Of Scope	• Cost of storage is $4/GB/Month. Storage costing is found under the Storage Management service.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.

	• Support software editions: Outlook 2000 and above are supported • Not Supported: Lotus Notes
Restrictions/ Constraints	• This service is limited to the provisioning and support of Microsoft Exchange Email system and the MailConnect service.
Service Level Objectives	• All requests, once approved by customer, will not exceed 5 business days for full completion. • Email server systems availability is prime time availability at, or above, an average of 99.75% and an overall availability at, or above 99.00% (excluding scheduled down-times).
Training	• No formal training is provided for this service. Guidelines are available: http://www.im.gov.ab.ca/publications/pdf/ManagingEmailGuide.pdf
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca. NOTE: The disaster recovery service is planned for upgrade to the Disaster Recovery Gold Service by 2nd quarter 2005.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Directory Services

Service Description	This service provides Directory Services in the Shared ICT Services environment. Services include: ADS: • Provides infrastructure for all Windows Based Services such as email and managed desktop services. • Provides authentication/authorization for Windows applications and ADS enabled applications (MyAgent, IMAGIS, ARTS) • Provides a repository for public information about Government employees and consultants such as work telephone numbers and office addresses. Mailconnect: • Cross government messaging routing services. • POP3 email accounts for customers that cannot be served through Exchange services. • Majordomo distribution lists for customers that need shared distribution lists that include outside of government contacts. • Server-based anti-virus (in addition to Exchange anti-virus services described above). • Tagging of spam email.
Service Availability	• Service requests are processed business days between 08:15 - 16:30. • Activity scheduled outside of business hours may be charged as out-of-scope. • On-site support is available business days from 08:15 - 16:30; on-call support is available outside of these hours.
Service Costs	• Directory Entries: $2.00/entry/month
Out Of Scope	• Storage is provided under the Storage Management service.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.

Restrictions/ Constraints	• This service is limited to the provisioning and support ADS and the MailConnect Service.
Service Level Objectives	• All requests, once approved by customer, will not exceed 5 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Gold' disaster recovery service is in place for ADS directory service. • The 'Best Effort' disaster recovery service is in place MailConnect service. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca NOTE: The disaster recovery service is planned for upgrade to the Disaster Recovery Gold Service by 2nd quarter 2005.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the RGE IT Shared ICT Services Operation, Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

File Management

Service Description	This service provides File Services within the Shared ICT Services environment. The service includes the creation and maintenance of: • file structures for both shared and personal file folders • DFS (Distributed File System) links • Group Policies within the Active Directory • file structures to support roaming profiles For service related to providing access to network file structures, refer to Access Provisioning & Authentication within this document.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows, and dedicated support is available business days from 08:15 - 16:30. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Standard certified Desktop o File/Print: $55/desktop/month (if only providing file/print services) o Bundled services including Desktop, Email, File and Print, the total cost per desktop is $110/desktop/month for all three services on a standard desktop • Additional VIP Surcharge: $55/desktop/month if only providing file/print services $110/desktop/month for bundled services Note: The VIP surcharge will raise the priority of a case up one level.
Out Of Scope	• The determination of ministry files structures. • Cost of storage. Storage costing is found under Storage Management Service.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• This service is limited to the provisioning, maintenance and support of RGE approved file structure components for the Shared ICT Services environment. • The creation, maintenance and support of File Services in Shared ICT Services is guided

	by the cross government file share hierarchy and drive mapping schema as identified in the Shared ICT Architectural Blueprint document. • The standard customer file space allocation for individual customers is 500MB; storage will be billed at the storage rates identified under section Storage Management.
Service Level Objectives	• All requests, once approved by customer, will not exceed 8 business days for full completion. • File server systems availability is prime time availability at, or above, an average of 99.75% and an overall availability at, or above 99.00% (excluding scheduled down-times).
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Print Management

Service Description	Print Management provides the following services: • The creation and maintenance of print queues within the Shared ICT Services environment. • The recommendation and certification of hardware and firmware. • The monitoring and administration of print servers and network printer hardware. • The security certification of network capable scanning devices and multifunctional peripherals. • Service reporting on available print metrics for network print devices only. • Refresh of print servers within Shared ICT Operations. • Centralized print – provide centralized print/media operations services for the mainframe which includes managing print queues, controlling report distribution, logging completed reports, coordinating and managing external 3rd party vendor(s) for printing and mail services. • IP printing. • Mail Insertion Integrity – provide post processing software to apply OMR marks and sequencing to centralized print forms to meet ministry security requirements and to avoid FOIP issues.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Printer installations, moves, additions and changes fall under the End User Computing (EUC) Services, Installation, Move, Add, Change (IMAC) section. • Remote Host Printing (VPS): $15/Definition/Month • Network Printer Support: $45/printer/month • Mainframe Print and Mail Services:

	Cost per page - fanfold $0.023 * Paper cost - fanfold Cost per page - cut sheet - duplex $0.063 Cost per page - cut sheet - simplex $0.033 * Paper cost - cut sheet Cost per page (based on 30 lines/page) - Impact $0.036 *Paper cost - Impact Mailing Costs $0.042 Postage/Metering $0.021 Manual mailing $26.00/hour Consulting services** $140.00 Administration Fee $21.00/month Skid Storage $55.00/skid/month *Note – paper costs will be reviewed every 180 days. **Note – Costing can also be negotiated on a project basis. Print and mail services are contracted out and monthly statements are forwarded to ministries. RGE has to maintain print related software and staff to support the software. There is also administrative overhead to manage the outsourcer contract. These costs are recovered by charging each print customer based on their percentage of total use of the service. This is a separate charge from the vendor invoice. • Print Management support costs are bundled with File Management.
Out Of Scope	• Third party printer maintenance and supplies (toner, paper, etc). • Refresh of printer hardware. • Local printer support – is not included in the base service but can be provided at an additional cost. Cost would be based on time at a rate of $80/hour plus cost of materials.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• This service is limited to the support of GOA approved printing devices for the Shared ICT Services environment. • Network printer names are subject to established GOA naming standards as identified in the Shared ICT Architectural Blueprint document.
Service Level Objectives	• New printer requests, once approved by customer, will not exceed 8 business days for full completion excluding the time frame for any hardware acquisitions. Normal acquisition time for hardware will be 10 business days. • Print server systems availability is prime time availability at, or above, an average of 99.75% and an overall availability at, or above 99.00% (excluding scheduled down-times). • Print Services are available 24X7.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for distributed print services. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • The 'Silver' disaster recovery service is in place for centralized mainframe print services. For additional information on the Silver disaster recovery service, see Disaster Recovery – Silver (Warm Site). • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca. • Centralized Print Services contact Al Schachtel, Director of Data Center Operations al.schachtel@gov.ab.ca.
Scheduled Service Maintenance	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

RiteFax

Service Description	This service provides secure network faxing in the GoA environment. RiteFax converts information from many formats (e.g. text, print, serial, 3270, TCT/IP, JAVA, XML, inbound fax, etc.) to an electronic image. This electronic image can then be delivered via fax, email or over the internet. Document delivery costs can be reduced significantly due to the elimination of manual processes of printing, mailing and manual faxing as well as reducing the number of stand alone fax machines.
Service Availability	• Service requests related to this service are processed business days between 8:15-16:30 • Note that these services are available 24x7 with the exception of scheduled or broadcast maintenance windows, and dedicated support is available business days from 8:15-16:30

Service Costs	• Initial Setup: $1,000 (One Time)
	• Monthly Costs:
	  ▪ Direct Inward Dial (DID: $3.00/fax number
	  ▪ Support: $250.00/Month/Ministry
	  ▪ Long Distance Charges: Billed to ministry at cost
	Depending on the popularity of the RiteFax service, we may move to a transaction based chargeback rate.

Out Of Scope	• Creation of user fax lists. Clients have the capability to create their own fax distribution lists.
Authorized Requestor & Request Process	• Expenditure officers can request this service for any staff member. Requests are made to a Central Point of Contact (CPOC) or ITR (see Appendix for CPOC/ITR description) for completion of service requires (SR) documentation. The CPOC/ITR will engage RGE by contacting the Service Desk at 780-427-HELP, or via email at acsc.helpdesk@gov.ab.ca • Individuals who require assistance with a network fax issue may use the service desk contact information above to engage support.
Pre-requisites	• Fully completed service request documentation
Restrictions/ Constraints	• None
Service Level Objectives	• Customers will receive confirmation and an SR reference number within 8 business hours. • Within 5 business days after submitting a completed SR, customers will be sent cost and service delivery data estimates. • If questions on the SR arise, within 1 business day customers will be asked for input or clarification. • If customers raise questions, input or concerns while a SR is being reviewed, they6 will be contacted within 2 business days by management. • All requests, once approved by customer, will not exceed 8 business days for full completion. • Fax server systems availability is to be available 95% of the time calculated as 16 hours (7am-11pm) x 6 days (Mon-Sat).
Training	• No formal training is provided for this service but can be ordered through RGE training coordinator.
Contingency Planning	• A cross-ministry Disaster Recovery/Business Continuity Planning initiative is being managed separately by Peter Trommelen (peter.trommelen@gov.ab.ca) who can be contacted for additional information.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Production Control

Service Description	The production control service includes:
	Maintain and Support Mainframe Production Systems:
	• Schedule and set up batch job streams.
	  ○ JCL changes
	  ○ Check and verify scheduling
	  ○ Confirm successful job completion
	  ○ Identify and correct error conditions
	• Verify accuracy of processing, including reconciliation and logging.
	• Verify generated output and ensure files and reports are distributed appropriately.
	• Maintain procedural manuals and documentation for existing systems.
	• Maintain Data Centre Chargeback System Number database.
	CD/DVD Burning Services
	• Burn identified software and distribute to Ministries. Maintain a current list of all software distributed.
	• Burn information from the network or from original CD's for archival, backup and distribution purposes.
	Formscape Developer Services
	• Capture data from the Enterprise Server, design form layouts using FormScape Developer and distribute to selective locations.
	• Manage, coordinate, and provide package security to files created in FormScape Developer through Deployment Server.
	• Test new version of FormScape Developer, removing and installing required versions on the server.
	• Create documentation regarding use of FormScape Developer.

Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Batch is monitored 24X7 with on-call support. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Will be based on time and materials at a rate of $50/hour plus any materials.
Out Of Scope	• Globel Print related production control duties. These services are provided and charged under the Globel contract.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Requests received after 16:30pm will be processed the next business day.
Service Level Objectives	• Batch processes are completed within the scheduled processing window 99% of the time. • Priority 1 and 2 problem calls dispatched to Production Control will be completed within 24 hours 99% of the time.
Training	• No formal training is provided for this service.
Disaster Recovery	• Not applicable
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Director, Data Centre Operations, Al Schachtel: al.schachtel@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Not applicable

Storage Management

Service Description	The Storage Management Service will cover online, external and offsite storage media owned and/or managed by RGE. The service includes: • Performing online storage monitoring and tuning. • Determining file, dataset and volume placement of data on the SAN or particular drives on a server. • Managing the archiving of inactive files on the mainframe. • Providing monthly reports on customer directory file inactivity on the mainframe. • Cleaning and maintaining equipment based on manufacturers specifications. • Performing tape mounts as required. • Retrieving and shipping external storage media to offsite location. • Recycling and managing media replacement and acquisitions. • Disposing of retired external storage media. • Operating and managing the media library and library management system. • Managing media stored offsite including preparation, shipping, receiving, logging, tracking and reporting of all physical offsite stored media.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Note that this service is available 24X7 with the exception of scheduled maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	Mainframe: • DASD: ○ Primary DASD: $0.02/megabyte/day ○ HSM/ML1 Migration Level 1: $0.01/megabyte/day ○ HSM/ML2 Migration Level 2: $0.005/megabyte/day ○ HSM/ML2 Tape Mount Management: $0.0012/megabyte/day • Tapes: ○ Tape Reels: $0.05/reel/day ○ Tape Cartridge: $0.05/cartridge/day ○ Tape Cartridge – Offsite: $0.03/cartridge/day ○ Tape Mount: $2.00/mount • View Direct: $0.03/record/month • ControlD: $0.10/record/month • Microfiche: ○ Original 105mm: $1.50/fiche ○ Duplicate 105mm: $0.16/fiche • Open Systems Storage ○ SAN (Storage Area Network): $4/GB/Month Very high availability, millisecond response times, intended for use for mainframe and high-end open systems storage in the shared server environment. Examples of this type of storage are email, database and application allocations. ○ NAS (Network Attached Storage): $3/GB/Month High volume storage, less than one second response times, primarily for file data such as shared folders on a network and mid-level open system storage for file systems.

	Examples of this type of storage are desktop, 'My Documents', shared folders. ATA (Advanced Technology Attachment: 1/GB/Month High volume storage; 2-3 second response times; primarily used for archiving, volume replication, disaster recovery, mapping and/or legal documents that seldom change. Storage costs are based on storage used or allocated.
Out Of Scope	• Backup and Recovery Services – see the Backup and Recovery section, Backup and Recovery • Storage devices not supported by Shared ICT Services.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Unplanned requirements for increased storage volumes will be subject to availability of storage media, therefore it is best to identify the requests with a minimum of 3 days notice and up to 4 weeks notice for large storage requirements. This will help to ensure availability of resources.
Service Level Objectives	• Offsite transfer and/or retrieval of storage media will be 1 business day from request submission.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Build it and they will come

Database Management

Service Description	The Ministry and RGE will work cooperatively to ensure database applications operate in an efficient and effective manner. RGE will take the leadership role in database management and problem resolution. The Ministry will take the lead in the area of database design and application development. The service includes: • Assist in the creation of new databases or reorganizing existing databases within planned schedule. • Managing database storage. • Installing, upgrading, maintaining, database software products. • Tuning and monitoring. • Backup and recovery services. RGE will perform scheduled backups of the database according to application requirements. The Ministry has overall responsibility for the data base application. RGE will coordinate with the Ministry DBA group to recover database files. • Implementing and maintaining database standards. • Maintaining and operating automated database monitoring tools. • Performing database shut down and start-up procedures. • Testing and implementing database changes. • Follow established procedures to avoid data base integrity problems and provide for the restore and restart of databases and their associated applications. • Assist the Ministry in resolving performance problems related to program access to data base software. • RGE will investigate and work with the Ministry in identifying and resolving database response time issues. • If the Ministry has specific requirements in the measurement of transaction response times, tools, processes and procedures would have to be developed/acquired. • Database and/or application specific monitoring tools will be acquired on an as required basis. Funding will be negotiated. • RGE will ensure standards, methodologies, tools, and procedures are followed during development, testing and production.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • This service is available 24X7 with the exception of scheduled maintenance windows and where applicable batch application process shutdowns. • Dedicated support is available business days from 08:15 - 16:30. • NOTE: IDMS, MANTIS, MS SQL, CICS, Natural/Complete and ADABAS support is provided on a 24X7 basis. Oracle support is during business day hours only. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• $500 / Month/Oracle Instance • $500 / Month/SQL Application • Storage: $4/GB/Month (more information refer to the Storage Management section of this catalogue)
Out Of Scope	• The Ministry has primary responsibility for database administration and the associated application. • The Ministry is responsible for physical database design. • The Ministry Data Architect (DA) is responsible database design & creates test procedures to test the database. • The Ministry is responsible for ensuring the database design is effective and efficient in

	relationship to application requirements. • The ministry is responsible for data modeling. • The Ministry DA is responsible for ensuring data quality is managed when loading data. • Storage is provided under the Storage Management service. • Software acquisition and annual maintenance. • Backup and Recovery Services – see the Backup and Recovery section, Backup and Recovery.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Setup of database instances are subject to availability of RGE resources and change management windows, so it is recommended to plan and engage database services early in the process. • Requirements for increased storage volumes will be subject to availability of storage media, therefore it is best to identify the requests with 2-4 weeks lead time to ensure accessibility resources.
Service Level Objectives	• Database server systems availability is prime time availability at, or above, an average of 99.75% and an overall availability at, or above 99.00% (excluding scheduled down-times). • Recovery time is heavily dependent on the size and complexity of the environment, along with the type of database failure. In a majority of cases, RGE, in cooperation with the Ministry will recover the database within one day.
Training	• No formal training by RGE is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Great service is no juggling act

Backup and Recovery

Service Description	• Provide hardware and software facilities to support Backup and Recovery • Back up all critical system data and data files for disaster recovery purposes • Daily onsite backup (Open Systems only) • Daily offsite backup (Open Systems only) • NOTE: For the mainframe environment, the Ministry must back up and store offsite all critical application data, source code and any other information necessary for business resumption requirements.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • This service is available 24X7 with the exception of scheduled maintenance windows and where applicable batch application process shutdowns. • Dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.

Service Costs	• Mainframe:
	  ○ Offsite tape storage: $0.03/Tape/Day
	• Open Systems:
	  ○ $12.50/GB/Month
	  ○ $650/server – One Time License and Setup Fee

Out Of Scope	• Application data backups on the mainframe are the responsibility of the ministry. The Ministry is responsible to initiate, monitor, and follow-up on their scheduled application backups. This responsibility is shared in the other server environments.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Application data is the responsibility of the Ministry to backup.
Service Level Objectives	• Retrieve critical customer data within agreed time frame with target of 70 % retrieved within 1 day.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Cross Functional Services

Customer Support

Service Description	The RGE Service Desk is the first point of contact for all IT related problems and service requests. The RGE Service Desk complements the support of the CPOC/ITR to customers requesting services provided by Shared ICT Operations. Services offered include: • Create cases (tickets) on behalf of the customer. • Manage customer requests and dispatch to appropriate support teams. • Resolve problems on first contact wherever possible. • Document and communicate events following escalation procedures. • Problem Management - Continuous improvement practices such as root cause analysis will be done on issues not resolved within specified targets. Provide the Ministry or designate with access to create a problem service requests and to view their service request in the Electronic Management of Problems, Assets and Change application (eMPAC). RGE will coordinate problem diagnosis and provide an interface between software vendors and the Ministry. The Ministry will be engaged as required for testing, duplicating problems, etc. • Change Management - Changes will be planned and managed with adequate notification and agreed upon schedules. The Ministry will be given to opportunity to participate in planning for changes. Ministries have the option of attending the weekly change meeting or to receive a summary of the weekly changes. RGE will first obtain Ministry approval and cooperation in instituting any major procedural, hardware, or software changes that would affect the functional operation of Ministry applications. Change impact analysis is prepared in conjunction with the Ministry.
Service Availability	• The RGE Service Desk is operated prime time, from 07:30 to 17:00. • RGE Service Desk phone support is available 24X7. Console operators cover the hours from 17:00 to 07:30 business days, weekends and statutory holidays • After hours, depending on the nature of the service requested, console operators either log the issue for resolution the following business day or contact support staff for immediate resolution • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• If software licenses are required for updating of data there is a charge. See cost section under Corporate Applications for eMPAC. Electronic Management of Problems, Assets and Change - eMPAC.
Out Of Scope	• Services outside of the Shared ICT Services environment.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• The Electronic Management of Problems, Assets and Change (eMPAC) system is used to process and track service requests and problems reported to the RGE Service Desk. • Requests received after 16:30 will be processed the next business day.

Service Level Objectives	• Prime time: RGE Service Desk will respond to customers phone queries within 30 minutes to initiate appropriate action. • For Non-Prime hours, where on-call support has been arranged, the RGE Service Desk after hours support team will respond within one-hour. • RGE Service Desk will respond to customers email queries within 2 business hours to initiate appropriate action. • 60% (target) 40% (minimum) of calls resolved at initial contact. • Abandonment rate of calls is less than 3% monthly. • Annual customer survey with target of 80% satisfaction.
Training	• No formal training is provided or required to use the RGE Service Desk. • Training in eMPAC is available for ministry CPOCs/ITRs on request.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

When we huddle together, great ideas are formed

Software Management

Service Description	This service provides management of Shared ICT Services certified software packages in Shared ICT Services. The Software Management Services include: • Software Distribution – using an automated distribution tool to push GOA certified software packages and patches. • Software Patching – monitoring and installing software patches required to correct problems. • Software Upgrades – upgrading software, which involves testing, certifying, and deploying to no later than n-2 versions. Jointly with the Ministry, RGE will plan and establish upgrade schedules for shared software. Upgrade of major releases will typically be treated as a project with clearly defined scope and dates. • Software Planning – quarterly software release planning involves the planning and communication of software upgrades. • Software Inventory – maintaining a list of all software in the Shared ICT Services environment. • Software Documentation – maintaining a library of software installation guides and parameter settings. • All operating system and utility software will be kept at a vendor-supported level unless otherwise agreed to by RGE and the Ministry. Shared ICT Services certified software packages are software programs or components that have been evaluated and tested on GOA certified desktop configurations. Security concerns will be mitigated to the greatest extent possible within the automated deployment scripts in order to maintain the security and integrity of government assets.
Service Availability	• Service requests are processed on business days between 08:15 – 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Products acquired on behalf of a ministry, will be billed on a cost recovery basis. • Certification of products that do not exist within the SMS environment and the development of customized SMS packages will be billed at the standard analyst rate of $80/hour. The current list of certified products is available under Resources, http //www.clientservices.gov.ab.ca/ • Rush requests for certification of products and the development of customized SMS packages will be billed at the overtime rate of $120/hour.
Out Of Scope	• Software acquisitions and maintenance costs. • Application functionality support. • Software life cycle management.
Pre-requisites	• A software package must be Shared ICT Services certified prior to being deployed centrally. • The requesting ministry must possess the license for the requested software if licensing is required. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Software certification will only be undertaken if there is a documented business requirement for that particular software program. • When requesting distribution of a certified software package, it is the requesting Ministry's responsibility to ensure adequate licensing of the product is acquired. • Support of older versions will be treated on an exception basis, with additional support costs (especially if the application needs to be maintained on a separate platform).

Service Level Objectives	• The distribution of a certified software package will be made to the specified computer within 8 business hours of request acknowledgement by operations team. • The certification of 90% of standard software packages will be completed within 10 business days of assignment to the certification team. • The customer will be advised during the business assessment phase of certification if a software package is expected to require more than 10 business days to complete. A time estimate for completion will be given in this communication. • The timeframes committed to for a package certification are contingent upon the customer performing functional and user acceptance testing in a timely manner as required by the documented process. • Software patches will be deployed within change windows as per their relevance to the Shared ICT Services environment. • Software Upgrades will be scheduled and based upon business requirements. Software will be maintained at versions no later than n-2 unless negotiated between RGE and the customer. An additional charge may apply to maintaining older versions of software. • If the application already resides within the SMS environment then the request will be completed within 2 business days. If the application does not reside within the SMS environment then 10 business days will be required to develop the SMS package.
Training	• Documentation on how to receive centrally distributed software is available at: www.clientservices.gov.ab.ca under the heading "How To Guides". • A description of the Software Certification process is available at: http://www.clientservices.gov.ab.ca/Software_Management/Steps_to_Implement_Software_Change.htm. • Details and requirements to have a software package certified are available at: http://www.clientservices.gov.ab.ca/Resources/Forms/Forms.htm.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Paving the road for your success.

Access Provisioning & Authentication (Domain Administration

Service Description	This service provides customers access to network resources, both logical and physical, in the Shared ICT Services environment. Network resources include email, applications, personal/shared folders, print, etc.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Authentication services are available 24X7. • Authentication services are normally available during backup and block time windows. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Included in the Managed Desktop service costs.
Out Of Scope	• Access requests to services outside of the Shared ICT Services environment.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• This service is limited to the provision and support of customer access to network resources. Authorization for access to network resources is obtained from the resource owner. • Access to network resources is available remotely via CITRIX Service. • Government employee information is maintained from IMAGIS HRMS on a daily basis. • Customer ID and password rules are in effect. Passwords expire every 90 days. Customer IDs and passwords must be activated by the customer. • Shared or generic customer IDs are not permitted.
Service Level Objectives	• Authentication and access to network resources is available 24X7. • All requests, once approved by Shared ICT Services, will not exceed 5 business days for full completion. Unusual or non-standard requests may require more research and investigation and therefore, more time to complete.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Gold' disaster recovery service is in place for this service. For additional information on the Gold disaster recovery service, see Disaster Recovery - Gold Services (Hot Site) • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Disaster Recovery - Gold (Hot Site)

Service Description	Gold Services – Hot site Services • Gold services are typically required for applications/services that are deemed CRITICAL to the operations of the business. These applications have a need to be recovered quickly within 24 hours and can justify the cost for a hot site service. • For the Gold Service, the operating environment for the application/service is duplicated at a geographically separated location. The server and application builds are resident, loaded and maintained on dedicated servers. Data is on site or at most a few hours away. Data can be restored to the Recovery Point Objective (RPO) and verified within the Recovery Time Objective (RTO). Networks can also be reconfigured within the RTO. Cutover to the recovery site is a manual process but can be completed within hours with redundant network links already in place. • RGE has two Data Centres, one located in Edmonton and one located in Calgary. These sites are configured to provide redundant infrastructure for those critical applications that may require a hot site service. Critical services are setup to failover either automatically or manually to the hot site. The space is raised floor computer room environment that is physically secure with controlled temperature, humidity and uninterrupted power. • Although it is important to categorize your applications and determine which applications are critical, it is equally important to test those applications annually to ensure there are no issues with recovery.
Service Availability	• Hot site is available 24X7.
Service Costs	• Server and software acquisition costs • Server and software annual maintenance costs • Operating systems support: $6,000/server/year • SQL or Oracle support (if required): $6,000/ server/year • Web/electronic commerce support (if required): $6,000/ server/year • Facility management: $1,800/ server/year • Staff time to set up the environment: $80/hr (business day) • In case of DR activation, time and material costs will be charged to the customer • Data storage at the DR site (required only during activation): $4/GB/month • Non-business hours technical support: $120/hour
Out Of Scope	• Setup of the disaster recovery site to accommodate the individual applications will be billed back to the customer on a cost recovery basis. • Disaster recovery testing is out of scope of the base service but can be provided on a cost recovery basis. • For the mainframe environment, the Ministry must back up, and store offsite or at the DR site, all critical application data, source code and any other information necessary for business resumption requirements.
Pre-requisites	• A signed Memorandum of Understanding (MOU) between RGE and the Ministry, outlining responsibilities, policies and guidelines. • If network requirements for testing need additional resources, a network design will have to be drafted and implemented. • Activation to utilize the service in the event of a disaster is through the RGE Service Desk at 427-HELP. • Data required for recovery is stored offsite. Note: Data managed by RGE is copied and stored offsite at the opposite Data Centre.
Restrictions/ Constraints	• Servers must be rack mountable. • Use of the hot site for testing must be scheduled as multiple customers can test at the

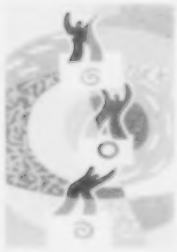
	same time.
Service Level Objectives	• Disaster Recovery, recovery time objective (RTO) will be less than 24 hours to have the application(s) recovered to the point that it is ready for customer validation.
Training	• Site visits can be arranged for orientation.
Disaster Recovery	• The Calgary Data Centre is a back up site for the Edmonton Central Computing Centre. • The Edmonton Central Computing Centre is a back up site for the Calgary Data Centre. • The Edmonton Central Computing Centre is a backup site for Ministry application servers not located at NCC.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of Disaster Recovery, Peter Trommelen peter.trommelen@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• There are no service outages for Disaster Recovery services, scheduled building outages are typically scheduled for alternate times between the Edmonton and Calgary Data Centres. In the event a disaster is declared and one of the Data Centres is required, the disaster declaration will take precedence and the maintenance will be rescheduled.

Bouncing ideas of each other to reach a solution

Disaster Recovery – Silver (Warm Site)

Service Description	Silver Services – Warm Site Services • Silver services are typically required for applications/services that are deemed VITAL to the operations of the business. These applications have a need to be recovered quickly, within 72 hours, and can justify the cost for a warm site service. • The Silver service is an alternative production environment that has been previously established; equipment is duplicated at the alternative site. The operating system and application software is not loaded and maintained at the warm site but rather is installed at time of disaster. At service interruption, data can be restored to the RPO (Recovery Point Objective) and verified within the RTO. Networks can also be reconfigured within the RTO. Cutover to the recovery site is a manual process. • RGE has two Data Centres, one located in Edmonton and one located in Calgary. These sites are configured to provide redundant infrastructure for those vital applications that may require a hot site or warm site service. The space is raised floor computer room environment that is physically secure with controlled temperature, humidity and uninterrupted power. • Although it is important to categorize your applications and determine which applications are vital, it is equally important to test those applications annually to ensure that there are no issues with recovery.
Service Availability	• Warm sites are available 24X7
Service Costs	• $5,000 - $7,500 / server / year (based on number of customers sharing a server) • Staff time to set up the environment: $80/hr (business day) • In case of DR activation, time and material costs will be charged to the customer • Data storage at the DR site (required only during activation): $4 /GB /month • Non-business hours technical support: $120 /hour
Out Of Scope	• Setup of the disaster recovery site to accommodate the individual applications will be billed back to the customer on a cost recovery basis. • Disaster recovery testing is out of scope of the base service but can be provided on a cost recovery basis. • For the mainframe environment, the Ministry must back up, and store offsite or at the DR site, all critical application data, source code and any other information necessary for business resumption requirements.
Pre-requisites	• A signed Memorandum of Understanding (MOU) between RGE and the Ministry, outlining responsibilities, policies and guidelines. • If network requirements for testing need additional resources, a network design will have to be drafted and implemented. • Activation to utilize the service in the event of a disaster is through the RGE Service Desk at 427-HELP. • Data required for recovery is stored offsite. Note: Data managed by RGE is copied and stored offsite.
Restrictions/ Constraints	• Servers must be rack mountable. • Use of the warm site for testing must be scheduled as multiple customers can test at the same time.
Service Level Objectives	• Disaster Recovery, recovery time objective (RTO) will be less than 72 hours to have the application(s) recovered to the point that it is ready for customer validation.
Training	• Site visits can be arranged for orientation
Disaster	• The Calgary Data Centre is a back up site for the Edmonton Central Computing Centre.

Recovery	• The Edmonton Central Computing Centre is a back up site for the Calgary Data Centre. • The Edmonton Central Computing Centre is a backup site for Ministry application servers not located at NCC.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of Disaster Recovery. Peter Trommelen peter.trommelen@gov.ab.ca
Scheduled Service Maintenance/ Outages	• There are no service outages for Disaster Recovery services; scheduled building outages are typically scheduled for alternate times between the Edmonton and Calgary Data Centres. In the event a disaster is declared and one of the Data Centres is required, the disaster declaration will take precedence and the maintenance will be rescheduled.



Striving for excellence

Disaster Recovery – Bronze (Cold Site)

Service Description	Bronze Services – Cold Site Services • Bronze services are typically required for applications/services that are deemed NECESSARY to the operations of the business. These applications have a need to be recovered within two weeks. • The Bronze service is an alternative production environment that has been previously established, it contains adequate space, proper electrical, cooling, and network connections but does not contain any, or very little, of the hardware needed for recovery; will have a pre-arranged contract to drop ship hardware. • For the desktop environment, there are two cold sites that have been pre-configured. They are: the Justice Staff College that has the capability to host 700 displaced employees and the Financial Building that has the capability to host 600 displaced staff. These sites are pre-wired and in the event of a disaster, will gather desktops from any current refresh projects in place, from training rooms, borrow from surplus sales or purchase. • RGE also provides a DR cold site to help support the IT needs of Ministries, agencies, boards and commissions. This cold site located in the basement of the Central Computing Centre at the Infrastructure Building, 6950 – 113 Street, Edmonton, offers approximately 110 square meters of raised floor computer room environment that is physically secure, with controlled temperature, humidity and uninterrupted power. Network connectivity consists of a 48-port router with a gigabyte connection to zone one. Space is available to store BCP/DR documentation. In the event of a catastrophic event, the site is available to the participating customers on a first come basis.
Service Availability	• Cold sites are available 24X7.
Service Costs	• $5,000/customer/year • $100/day for site usage at Central Computing Centre • In case of DR activation, time and material costs will be charged to the customer • Data storage at the DR site (required only during activation): $4/GB/month • Non-business hours Technical Support: $120/hour
Out Of Scope	• Setup of the disaster recovery site to accommodate the individual applications will be billed back to the customer on a cost recovery basis. • Disaster recovery testing is out of scope of the base service but can be provided on a cost recovery basis. • For the mainframe environment, the Ministry must back up, and store offsite or at the DR site, all critical application data, source code and any other information necessary for business resumption requirements.
Pre-requisites	• A signed Memorandum of Understanding (MOU) between RGE and the Ministry, outlining responsibilities, policies and guidelines. • If network requirements for testing need additional resources, a network design will have to be drafted and implemented. • Activation to utilize the service in the event of a disaster is through the RGE Service Desk at 427-HELP. • Data required for recovery is stored offsite. Note: Data managed by RGE is copied and stored offsite at the opposite Data Centre.
Restrictions/ Constraints	• The recovery time is based on after the hardware has been delivered. It is the customer's responsibility to provide all required, compatible hardware. • Servers must be rack mountable. • Use of the warm site for testing must be scheduled as multiple customers can test at the same time.

Service Level Objectives	• Disaster Recovery, recovery time objective (RTO) will be less than 14 days (2 weeks) to have the application(s) recovered to the point that it is ready for customer validation. The time frame is based on after the required hardware is delivered to RGE.
Training	• No formal training is provided for this service.
Disaster Recovery	• The Calgary Data Centre is a back up site for the Edmonton Central Computing Centre. • The Edmonton Central Computing Centre is a back up site for the Calgary Data Centre. • The Edmonton Central Computing Centre is a backup site for Ministry application servers not located at NCC.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of Disaster Recovery, Peter Trommelen peter.trommelen@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• There are no service outages for Disaster Recovery services, scheduled building outages are typically scheduled for alternate times between the Edmonton and Calgary Data Centres. In the event a disaster is declared and one of the Data Centres is required, the disaster declaration will take precedence and the maintenance will be rescheduled.

Providing solutions to meet your goals

Disaster Recovery – Best Effort

Service Description	Best Effort Services • Best Effort services are typically provided for all applications that do not require a high level of recovery in the event of a disaster. The application data is still required to be recovered at the DR site but in a time frame greater than two weeks. • Best Effort Services are the base disaster recovery service provided for any service within the Shared ICT Services environment. The service is backed up and provision of hardware is acquired at time of disaster, therefore a longer recovery time is deemed to be adequate for this service. Applications that fall under this classification are not given priority for recovery over applications that are identified as requiring Gold, Silver or Bronze Disaster Recovery services. Applications under this classification will be recovered after such time as all Gold, Silver and Bronze required applications have been recovered. • If the primary production site can not be rebuilt quickly, an alternative production environment will need to be found that contains adequate space, proper cooling, and network connections. Hardware will need to be acquired. Operating system and application software will need to be loaded. Production data will need to be made available at the alternate site. No pre-arranged contract to drop ship hardware.
Service Availability	• The service is available 24X7 and will be provided at time of a disaster declaration.
Service Costs	• No yearly fee. • In case of DR activation, time and material costs will be charged to the customer.
Out Of Scope	• Setup of the disaster recovery site to accommodate the individual applications will be billed back to the customer on a cost recovery basis. • Disaster recovery testing is out of scope of the base service but can be provided on a cost recovery basis. • For the mainframe environment, the Ministry must back up, and store offsite or at the DR site, all critical application data, source code and any other information necessary for business resumption requirements.
Pre-requisites	• The Best Effort Disaster Recovery service is the default base disaster recovery service that will apply to all services provided within the Shared ICT Service environment. • Activation to utilize the service in the event of a disaster is through the RGE Service Desk at 427-HELP. • Data required for recovery is stored offsite. Note: Data managed by RGE is copied and stored offsite at the opposite Data Centre.
Restrictions/ Constraints	• The recovery time is based on the availability of hardware, software and resources. Depending on the severity of a disaster, applications that have been identified as requiring Gold, Silver or Bronze services will take precedence over applications that are deemed required under Best Effort. • Hardware will not likely be exactly what is currently in place as models change, but will be identified as close as possible. • Servers must be rack mountable. • Use of Shared ICT Service facilities for testing disaster recovery must be scheduled as multiple customers can test at the same time.
Service Level Objectives	• Disaster Recovery, recovery time objective (RTO) will be greater than 14 days (2 weeks) to have the application(s) recovered to the point that it is ready for customer validation. The time frame starts after the required hardware is delivered to RGE.
Training	• No formal training is provided for this service.
Disaster Recovery	• The Calgary Data Centre is a back up site for the Edmonton Central Computing Centre. • The Edmonton Central Computing Centre is a back up site for the Calgary Data Centre.

	• The Edmonton Central Computing Centre is a backup site for Ministry application servers not located at NCC. • For best effort services, alternate locations may be identified for recovery.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of Disaster Recovery, Peter Trommelen peter.trommelen@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• There is no service outages for Disaster Recovery services, scheduled building outages are typically scheduled for alternate times between the Edmonton and Calgary Data Centres. In the event a disaster is declared and one of the Data Centres is required, the disaster declaration will take precedence and the maintenance will be rescheduled.

IT Asset & Inventory Management

Service Description	• Assist Ministry resources with IT hardware and software procurement. • Advice Ministry resources on IT asset control processes. • Provide asset management and asset disposal procedures and best practices. • Confirm best-price alternatives. • Confirm availability and expected delivery dates. • Ensure acquisition of hardware and software adheres to government procurement guidelines. • Maintain an inventory of all hardware and software located at the Edmonton and Calgary Data Centres. • Ensure all software licenses for Shared ICT Services are current and reflect accurate usage. • Maintain GOA barcode inventory and distribute barcodes to Ministries when required.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• An administration fee of 10% - 20% may apply depending on the complexity of the acquisition. • Quarterly bulk purchases are excluded from an administration fee.
Out Of Scope	• Assets not owned or managed by RGE. • Bar coding of equipment but GOA barcodes will be provided to customers at cost. • Physically entering and maintaining ministry asset information. Only the Shared ICT Services inventory infrastructure is maintained.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• RGE is not authorized to purchase capital assets (capital assets are defined as assets costing more than $5,000) on behalf of Ministries. We can provide specifications and advice if required.
Service Level Objectives	• Software Procurement and Installation – where RGE is responsible for the procurement of software, software residing within the Procurement Catalogue (i.e. Standing Offer) will be procured within 3 business days and installed within 5 business days for normal priority. High priority request will be procured within 3 business days and installed within 2 business days. Installation of non-standard software/hardware will be done on a best effort basis. • Hardware Procurement and Installation – where RGE is responsible for the procurement of hardware, hardware residing within the Procurement Catalogue (i.e. Standing Offer) will be procured within 10 business days and installed within 3 business days. There will be exceptions to this depending on the rarity of the required asset. The procurement will follow GOA procurement guidelines. • Within 3 business days of a request, customers will receive confirmation the request was received. • Within 3 business days of submitting a completed Service Request, a customer will be contacted with cost estimates and time expectations for delivery of any goods and/or information requested. • All new hardware/software assets purchased from the GOA Procurement Catalogue will be ordered within 3 business days of receiving approval from an Expenditure Officer. Assets will arrive onsite within 10 business days after purchase order has been generated and signed. Requests that are back-ordered by the Manufacturer will take longer than the stated time.

	• All new hardware and software assets under $10,000 not in the current GOA Procurement Catalogue will be ordered within 3 business days of receiving approval from an Expenditure Officer. Assets will arrive, onsite within 3 to 30 days depending on the acquisition process required and the manufacturer involved. • All new hardware/software assets over $10,000 must follow the tender process set out by RGE Supply and Management Branch (SMB). Assets purchased in this manner will arrive onsite within 90 days after Expenditure Officer, approval is received. • Add-on software to an existing software contract may be purchased up to $50,000 without going through the SMB tender process. Add-on software defined as development software up to $100,000 may be purchased without going through the SMB tender process. Assets purchased in this manner will arrive onsite within 90 days after Expenditure Officer, approval is received.
Training	• Training in eMPAC Asset Inventory is available on request. • Asset management procedure manuals available upon request.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Karen Ness, Director, ICT Financial & Asset Services, karen.ness@gov.ab.ca • RGE Service Desk will forward requests to the appropriate team. • If general information concerning the procurement or asset control process is required, please contact members of the Procurement and Asset Control Team lee.pilkington@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Not applicable for this service

Together, we will find the way.

Emerging Technology Evaluation

Service Description	• This service provides a group of subject matter and operations experts to investigate and assess new technologies and upgrades to existing products to determine their impact on the Shared ICT Services environment. • This group acts as an advisory group for Ministry-hosted projects, cross-government projects, corporate projects, and internal operational projects. • Ensuring new technologies are implemented following GOA standards and guidelines in existence. Where necessary, new standards and guidelines will be developed and vetted through appropriate groups such as the Alberta Management Standards Committee. • Ensures that appropriate RGE resources are engaged to ensure smooth transition to production/operational environments. • Test products according to an established test plan prior to installation. Ensure system and acceptance testing is complete. • RGE will notify the Ministry of new services and products being offered. • Make recommendations on effectiveness of the acquisition of new products and upgrades as required to support RGE and the Ministry's IT plan. • Provide basic orientation for use of new hardware or software (including impact of changes).
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• $80/hour (business hours) may apply depending on the request.
Out Of Scope	• Technology evaluations for technical solutions outside of the Shared ICT Services environment.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • The business unit must provide a point of contact and/or coordinator for gathering business requirements to work with the RGE team.
Restrictions/ Constraints	• This service is dependent on availability of the Subject Matter Experts (SME). Their time will have to be negotiated on a per-project basis. • New services that have an impact on other business groups within the environment will require additional approvals before proceeding. • All new technologies are subject to existing architectural standards, security policies and operational guidelines. Technologies affecting these will have to be reviewed by all approval groups before being implemented.
Service Level Objectives	• Work within this service will be done through a project. As each technical evaluation will be unique it is not feasible to provide a service level for completion of technical evaluations. • A high level project plan with scope, schedule and cost will be developed within 10 business days.
Training	• No formal training is provided for this service.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Not applicable for this service.

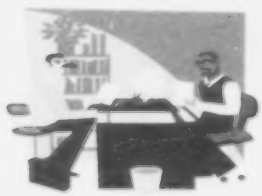
Facilities Management

Service Description	• RGE will provide space at the Edmonton or Calgary data centre for customers wanting to consolidate and house their servers in a secure and controlled environment. Features include: raised computer floor, controlled temperature and humidity, uninterrupted power supply, automated fire protection (FM200) suppression systems and 24X7 hour physical data centre security.
Service Availability	• Service is accessible 24X7 except during scheduled maintenance periods. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• $150/server/month.
Out Of Scope	• Facilities not managed by RGE Shared ICT Services.
Pre-requisites	• A signed Memorandum of Understanding between RGE and the customer outlining each other's responsibilities, policies and guidelines, and inclusive of unique business requirements.
Restrictions/ Constraints	• Rack mountable servers are preferred.
Service Level Objectives	• Requests for facility changes will be completed within 5 business days after receipt of any hardware or software.
Training	• Not applicable for this service
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Director of Data Centre Operations, Al Schachtel al.schachtel.gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00. • Planned annual environmental changes such as building power outages.

Two heads are better than one

Project Management

Service Description	Some service requests require project initiation and standard project processes used to ensure successful service fulfillment. Such requests may include, but are not limited to: • Designing technical architecture. • Implementing a new service. • Designing business and operational processes that interface with the Shared ICT Services processes. • Projects are initiated, planned, managed and closed using standard processes that are scaled to the type and size of the project. Service is mandatory for all requests identified as projects and, therefore, requiring of standard project management process.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Costs to manage a project are identified as part of the project budget for the initiative. This cost can range from $80/hour to $125/hour depending on the Project Management resource(s).
Out Of Scope	• Project management for initiatives outside the Shared ICT Services environment.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Projects will proceed only with approval by both ministry representatives and Shared ICT Services. • The availability of subject matter experts to provide assessment of the effort required to execute the project is dependent on existing workload.
Service Level Objectives	• Projects are initiated according to documented project initiation procedures. Project outcomes are delivered in accordance with measurable project objectives developed with input from Ministry and internal management.
Training	• No formal training is provided for this service.
Disaster Recovery	• Not applicable
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Jeff Karbonik, Manager of the Project Management Office jeff.karbonic@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00 and access to Project folders may not available.



Keeping you informed

Security Management

Service Description	The service includes components within the Shared ICT Services environment. Services will include: • Ensure security is maintained for GOA/ Ministry policies, procedures and legislation for on-going operations or when introducing changes. • Monitor for security vulnerabilities. Notify Ministry of access violations or failed logon-in attempts within area. • Provide protection from viral attacks. 24X7 automatic intrusions monitoring for all known viruses (on servers and workstations). • Physical access to the data center environment is controlled and restricted through a badge reader system, and is patrolled by security personnel during the off- hours.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • This service is available 24X7 with the exception of scheduled maintenance windows. • Dedicated support is available business days from 08:15 - 16:30 and on call pager support is available after hours. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Security management is a part of every service and is included in service costs for each service.
Out Of Scope	• Security access to buildings not managed by RGE. • Security access to applications not managed by RGE.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Some security products have limitations for delegation of rights.
Service Level Objectives	• Service Requests will be processed within 8 business hours for normal requests. • Emergency requests where there is an immanent security threat, the timelines will be adjusted accordingly to the threat.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

IT Account Management

Service Description	The Account Management role will provide the interface between RGE IT Services and the ministry, to ensure that services are meeting business expectations. The activities will include: • Monitor service levels and report. • Review and resolve all tickets on service levels with the Ministry and report. • Attend as required, review meetings to discuss issues, problems, and upcoming changes with the Ministry. • Conduct a survey of RGE Service Desk customers. • The Change Order Request form will be used for additions, changes and deletions of services. For Example: New applications, projected workload changes.
Service Availability	• The Account Manager will be available during business hours and on a best effort basis for non–business hours. • Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Billed on a cost recovery basis.
Out Of Scope	• Services provided outside of RGE and the Shared ICT Services environment.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• The Account Manager is only responsible for services provided within the Shared ICT Services environment.
Service Level Objectives	• Monthly reporting will be provided on service levels. • Survey conducted annually of RGE Service Desk customers with target of 80% satisfaction.
Training	• No formal training is provided for this service.
Disaster Recovery	• N/A
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations. andrew.terefe@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Not applicable

We mean business.

Application Services

Corporate Application Hosting

Action Request Tracking System - ARTS

Service Description	This service provides the ability to track and respond to action requests that come into the ministry.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Based on ministry size, transaction volume, storage used and amortization. • 2005-06 Estimated Costs are $602,200. These costs are split among participating customers based on a billing algorithm approved by the ARTS steering committee.
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage Applications Support Team Lead, Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 30 minutes. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • There are plans to upgrade the disaster recovery service, to Gold level in the 3rd fiscal quarter 2005. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Alberta Purchasing Connection - APC

Service Description	• This service is offered to government departments, cities, municipalities, boards and agencies to advertise opportunities for companies and individuals to provide goods and services.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activities scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• None at this time.
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • There are plans to upgrade the disaster recovery service, to Gold level in the 3rd fiscal quarter 2005. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

We don't dance around

Alberta Secure Access Service

Service Description	• This is a new service being constructed to provide a standard authentication and registration service for government 'customers' to access services and to conduct e-business with government departments. The first service offered is Education's Transcript request service.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows, and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• $4.00 /active Employee/ Month – this cost is under review
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • This service will be moving to High availability with Gold level DRP by September 2005. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Helping to put your ideas on paper

Conferencing - Bridgit

Service Description	This service provides hosting of the Bridgit web-based conferencing software application in the Shared ICT Services. Bridgit provides for simple desktop sharing over the internet or intranet, highlighting of desktop content, web cam support, whiteboard support, etc. all in a secure environment.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • This service is available 24X7 with the exception of Sunday morning block time (see below), and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Web hosting charges are dependent upon tier. Refer to services under Web Site and Web Hosting. • Vendor software licensing costs.
Out Of Scope	Bridgit implementations not hosted/supported within Shared ICT Services.
Pre-requisites	• Use of this service requires no specialized knowledge. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • More information can be found in the "Internet & Related Services User Guide" "Bridgit" https://extranet.gov.ab.ca/techinfo/interug/wwwbridgit.html (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	This service is limited to the hosting of Bridgit Conferencing Software. Maintenance of website content is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca.
Scheduled Service Maintenance/Outages	• Maintenance to the server is performed weekly during Sunday block time (07:00 – 10:00). During those periods the website or web application will not necessarily be available.

Certificate Acquisition

Service Description	This service provides for the bulk purchase and maintenance of Secure Socket Layer / Transport Layer Security (SSL/TLS) certificates in Shared ICT Services. These certificates are used to maintain website and network security and must be renewed annually; we will ensure that they do not expire without advance warning.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Will be based on time and materials at a rate of $50/hour plus any materials. • Cost of new and renewed certificates billed to ministry.
Out Of Scope	• SSL/TLS certificates acquired outside of Shared ICT Services.
Pre-requisites	• This service requires that a knowledgeable systems analyst successfully generate a CSR. For servers managed by Shared ICT Services, this step is included. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new SSL/TLS certificates need to include the information detailed in the "Internet & Related Services User Guide" "SSL/TLS" https://extranet.gov.ab.ca/techinfo/interug/wwwssltls.html (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the acquisition of SSL/TLS certificates. If Shared ICT Services manages the server then installation of the certificate is included.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen peter.trommelen@gov.ab.ca
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Not applicable

Domain Name Acquisition

Service Description	This service provides for the bulk purchase and maintenance of domain names in GOA Shared ICT Services. Domain names are used to provide website and e-mail and must be renewed on a regular basis; we will ensure that they do not expire without advance warning. For example the "gov.ab.ca" domain name is maintained via this service.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Will be based on time and materials at a rate of $50/hour plus any materials. • Cost for New Domains and Renewals are billed to the ministry.
Out Of Scope	• Domain names acquired outside of Shared ICT Services.
Pre-requisites	• For servers managed by Shared ICT Services, the acquisition of a new domain name can be included in a project to create a new website. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new domain names need to include the information detailed in the "Internet & Related Services User Guide" "Domain Names" https://extranet.gov.ab.ca/techinfo/interug/domain.html (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the acquisition of domain names. If Shared ICT Services manages the server then installation of the domain name is included.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Not Applicable

Employee Expense Claim System - ExClaim

Service Description	• Web based system to input and process employee expenses from input through transfer to IMAGIS for payment.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Application support costs included in IBM contract for IMAGIS application support • RGE related costs: ○ RGE ADS, DNS & Trust Maintenance: $6000/year ○ RGE Service Desk: $180/year ○ Change Management Administration and Problem Resolution: $2400/year ○ Network Infrastructure: $24,600/year
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Bronze' disaster recovery service is in place for this service. For additional information on the Bronze disaster recovery service, see Disaster Recovery – Bronze (Cold Site) • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Electronic Management of Problems, Assets and Change - eMPAC

Service Description	• This application captures all problem and service requests related to various IT services that are reported through the various functional support groups. • Asset tracking (both hardware and software) is available via the Asset Inventory module. • Changes to the Shared ICT Services environment are entered using the Change Management module. • Standard SLA reporting for customers is provided on a monthly basis using eMPAC data and is posted to: http://RGEinfolink.gov.ab.ca/resource_room/reports.cfm
Service Availability	• Access to this service is available through a desktop tool, via the web or ICT Citrix Services. • Service requests related to this application are processed business days between 08:15 - 16:30. • Note that this application is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30.
Service Costs	• Ministries who have service desks using eMPAC and GOA migrated customers will be charged $50/desktop/year. • For all other customers the cost is based on a ministry's percentage of overall application usage. • Customers who are required to modify or approve service requests require a license: $5,000 one time cost plus 20% yearly maintenance.
Out Of Scope	• Remedy application maintenance and support for any installations outside of the Shared ICT Services environment.
Pre-requisites	• eMPAC software on the desktop, a web browser or ICT Citrix access.
Restrictions/ Constraints	• Licensing is required for those customers requiring modification access to the eMPAC system.
Service Level Objectives	• Provide prime time availability at, or above, an average of 99.75% and an overall availability of 99.00%.
Training	• Formal training is available for the various modules within eMPAC. Submit a request through the RGE Service Desk specifying what training is required and the attendance numbers.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Director, Data Center Operations, Al Schachtel: al.schachtel@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• If a maintenance outage of this service is necessary it will occur the Sunday Block Time (07:00 – 10:00). Notification of the outage will be distributed via Change Notification procedures.

Electronic Payment System - EPS

Service Description	• Bulk payment interface with IMAGIS. Used to pay utility bills
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows, and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Application support costs included in the IBM Contract for IMAGIS support. • RGE costs: included in the costs itemized for Exclaim.
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Bronze' disaster recovery service is in place for this service. For additional information on the Bronze disaster recovery service, see Disaster Recovery – Bronze (Cold Site) • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

We have the knowledge

IMAGIS – Information Management Alberta Government Integrated System

Service Description	• Financial and HR system used by customers. • Ensure the desktop device is kept functional as the product evolves.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Part of the IBM contract that is billed back to the customers.
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Bronze' disaster recovery service is in place for this service. For additional information on the Bronze disaster recovery service, see Disaster Recovery – Bronze (Cold Site) • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Taking complex ideas and turning them into solutions

Interactive Record Information System

Service Description	• Management of record transfers from active, to inactive, to archive, or destroy.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• None at this time.
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Management System Capital Asset

Service Description	• This is a mainframe application that can annually transfer costs for depreciation of capital assets to IMAGIS.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows, and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• $0.025/record/month.
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations, andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Sharepoint 2.0

Service Description	Windows Sharepoint Services provides a dynamic Web platform designed to provide an easy to use and manage collaboration environment. Document collaboration, change notification, list management, calendaring, flexible security settings and built in search capabilities name just a few of the features of this service. ***There are two offerings of this service.*** **GOA Internal:** This service provides hosting of Microsoft Sharepoint technologies for **internal** use within the Alberta Government. Either Sharepoint Portal Server 2003 and/or Windows Sharepoint Service can be installed in a dedicated site collection. **GOA External:** This service provides hosting of Microsoft Sharepoint technologies for **external** use. Windows Sharepoint Service can be installed in a dedicated site collection.
Service Availability	• Service requests are processed on business days between 08:15 – 16:30. • This service is available 24X7 with the exception of Sunday morning block time (see below). • Extended support hours should be pre-arranged through the service desk 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	Server Setup One Time Costs: Will be based on time charged at a rate of $80/hour plus materials. Materials could include additional software or hardware specific to a ministry's requirements. Set-up cost will be determined after customer consultation and needs requirements have been finalized. Server Hosting: GOA Internal: $500/Month per site collection. GOA External: $800/Month per site collection. A SharePoint site collection is the smallest group of SharePoint websites that can be placed in its own database. This group can have one to many websites sharing the same database with all websites using the same username and password to access the database. External site collections are priced higher due to the Microsoft licensing costs associated with external users. Anti-Virus Fees: GOA Internal and External: Vendor pricing is based on number of licenses required. We are currently negotiating pricing with the vendor but licensing cost s are available upon request. It is the customer's responsibility to ensure licensing compliance. Please determine the number of licenses required by your ministry and RGE will acquire and track on you behalf. Storage: $4/GB/Month Backup: $6.25/GB/Month Restore: Will be based on time charged at a rate of $80/hour.
Out Of Scope	• Maintenance of ministry website content. • Development of content and functionality of ministry websites or webparts is outside the scope of this service. • Purchase and maintenance of Secure Socket Layer / Transport Layer Security (SSL/TLS) certificates. • Purchase and maintenance of domain names.
Pre-requisites	• Use of standard Sharepoint resources requires no specialized knowledge.

	• Development of templates/web parts requires knowledge and skill in website design or web application hosting. Customers require appropriate development tools and desktop support • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new websites need to include the information detailed in the "Internet & Related " Services User Guide" "Sharepoint Team Services 1.0" https://extranet.gov.ab.ca/techinfo/interug/wwwsharepoint.html#new (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of Microsoft Sharepoint technologies 2003. • Maintenance of website content or the programming of web-based applications is not in the scope of this service. • Appropriate use of Web standards and communications policy is the responsibility of the ministry.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion. • Operations unique to Sharepoint services are currently under review and will be identified at a future date.
Training	• Contact ACSC.Training@gov.ab.ca, or call Shelley Johnson at 415-0591 to request information on training providers, prices and possible dates.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of RGE.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00. During those periods the website or web application may not be available.

Sharepoint Team Services 1.0

Service Description	This service provides hosting of the Sharepoint Team Services 1.0 web-based application in Shared ICT Services.

Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • This service is available 24X7 with the exception of Sunday morning block time (see below); and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Costing currently under review.
Out Of Scope	• Sharepoint Team Services 1.0 implementations not hosted/supported by RGE.
Pre-requisites	• Use of this service requires no specialized knowledge. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new websites need to include the information detailed in the "Internet & Related Services User Guide" "Sharepoint Team Services 1.0" https://extranet.gov.ab.ca/techinfo/interug/wwwmisc.html#sharepoint (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of Sharepoint Team Services 1.0. Maintenance of website content is not in the scope of this service. • Important: please note that Sharepoint Team Services 1.0 will be phased out by March 31, 2008 at the very latest. All customers should upgrade to Windows Sharepoint Services 2.0 by that time.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of: Brent Redford, brent.redford@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00. During those periods the website or web application will not necessarily be available.

Web-Based Search

Service Description	• This service provides for searching of GOA websites in Shared ICT Services. Two search portals are provided, one for publicly accessible websites and another for internal-to-GOA websites.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • This service is available 24X7 with the exception of Sunday morning block time (see

	below); and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• None at this time.
Out Of Scope	• Extranet/intranet websites that require authentication. Websites that are **not** suffixed "gov.ab.ca" are added only upon request.
Pre-requisites	• Use of this service requires no specialized knowledge. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Please see the "Internet & Related Services User Guide" "Ultraseek Search" https://extranet.gov.ab.ca/techinfo/interug/wwwsrch.html#Ultraseek (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of Verity Ultraseek Search. Maintenance of website content is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen peter.trommelen@gov.ab.ca
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca.
Scheduled Service Maintenance/Outages	• Maintenance to the server is performed weekly during Sunday block time (07:00 – 10:00). During those periods the website or web application will not necessarily be available.

Web Content Management – Red Dot

Service Description	GOA RedDot Web CMS Shared Service (RedDot Web CMS plus RedDot LiveServer). This service provides a shared implementation of the RedDot Content Management in Shared ICT Services.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • RedDot Servers is available 24X7 with the exception of Sunday morning block time (see below); and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled

	outside of business hours may be charged as out-of-scope
Service Costs	• $8,804/ministry for the 2005-06 fiscal year. This covers: o Server HW/SW maintenance for the existing two RedDot Servers o Costs related to the purchase of two new RedDot Servers o Red Dot Web CMS Server SW maintenance o RGE and Web manpower support costs • WebHosting Costs: Please refer to the cost itemized under Web Site and Web Based Hosting • SQL Hosting: $15/month/department plus $4/GB/Month. Minimum charge $45/month.
Out Of Scope	• RedDot Server implementations not hosted/supported within Shared ICT Services.
Pre-requisites	• Use of this service requires knowledge and skill in website design and RedDot Web CMS and/or RedDot LiveServer software. Customers require appropriate development tools and desktop support. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new RedDot "projects" need to include the information detailed in the "Internet & Related Services User Guide" "RedDot Web CMS" https://extranet.gov.ab.ca/techinfo/interug/reddot/ (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the provision of RedDot Web CMS and/or RedDot LiveServer. Maintenance of website content is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• RGE Training may occasionally offer RedDot courses, see http://RGEinfolink.gov.ab.ca/LearningCentre/other_learning/technical.htm • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca.
Scheduled Service Maintenance/Outages	• Maintenance to the server is performed weekly during Sunday block time (07:00 – 10:00). During those periods the website or web application will not necessarily be available.

Web Site and Web Based Hosting

Service Description	This service provides Application/Web Hosting and the hosting of web-based applications on shared web servers in Shared ICT Services.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Websites are available 24X7 with the exception of Sunday morning block time (see below); and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.

Service Costs	• tier 1 web site: $100/website/month • tier 2 website: $250/website/month • tier 3 website: $400/website/month • tier 4 website: $750/website/month The rate for Web Hosting service is based on the size of customer website, the complexity of the support required and the services required. • Services common for all tiers: ○ Web Hosting of web pages using standard HTML/JavaScript/Java Applets ○ Web Access Statistics ○ Cold fusion, ASP and ASP.NET ○ CGI: Counters & Form Mail ○ SecureShell(SSH) File Transfer Service ○ Data backup ○ Data Storage up to 100 MB • Additional services included under tier 2 & 3 are: ○ ODBC/Database Usage ○ Website Redirection and Aliases ○ Forums ○ Anonymous FTP service for providing downloads ○ Custom software used by single business area ○ Data Storage up to 300 MB • Services only provided under tier 3 are: ○ Access to Electronic Commerce Facilities ○ Higher website complexity ○ Data Storage of 300 MB - 600 MB • Services only provided under tier 4 are: ○ Data Storage of 600 MB up to 2 GB Storage requirements over 2 GB will be charged at $4/GB/Month. Please refer to the Storage Management section of this catalogue. Note that for Network Load Balanced web servers, the customer is charged the full cost of the data storage associated with the 2nd load balanced server but is only charged for a single website.
Out Of Scope	• Websites and Web-Based applications not hosted/supported within Shared ICT Services. • SSL/TLS certificates • Domain Names and Customer Names
Pre-requisites	• Use of this service requires knowledge and skill in website design or web application hosting. Customers require appropriate development tools and desktop support. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new websites need to include the information detailed in the "Internet & Related Services User Guide" "Requesting New Websites" https://extranet.gov.ab.ca/techinfo/ • (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of websites and web-based applications. Maintenance of website content or the programming of web-based applications is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services", https://extranet.gov.ab.ca/techinfo/

Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service unless otherwise negotiated. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00. During those periods the website or web application will not necessarily be available.

Together we can bridge the gaps

Web Site and Web Based Hosting

Shared Application Hosting

	Contract Management Administration System
Service Description	• Manage contracts and contract payments.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	2005-06 RGE related costs. • $165,425 split evenly between Human Resources & Employment and Children's Services.
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 1 (used across the GOA) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Electronic Rooms (E-rooms)

Service Description	This service provides hosting of the eRoom web-based application in Shared ICT Services. Provides the ability to setup individual rooms that can be used to have a secure workspace for teams to post and track documents and changes.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • This service is available 24X7 with the exception of Sunday morning block time (see below); and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Web hosting tiered charge based on data storage and support requirements. Please refer to costs itemized under 'Web Site and Web Based Hosting' section of this catalogue. • SQL Hosting: $500/Application/Month.
Out Of Scope	• eRoom implementations not hosted or supported by RGE.
Pre-requisites	• Use of this service requires no specialized knowledge. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new websites need to include the information detailed in the "Internet & Related Services User Guide" "eRoom" https://extranet.gov.ab.ca/techinfo/interug/wwweroom.html (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of eRoom. Maintenance of website content is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services", https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00. During those periods the website or web application will not necessarily be available.

Media Streaming Video/Audio Service

Service Description	This service provides hosting of the RealMedia streaming video/audio application in Shared ICT Services.
Service Availability	• Service requests related to this service are processed business days between 08:15 and 16:30 • This service is available 24X7 with the exception of Sunday morning block time (see below), and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled out-side of prime-time may be charged as out-of-scope and will be at an additional cost.
Service Costs	• Web hosting tiered charge based on data storage and support requirements. Please refer to costs itemized under 'Web Site and Web Based Hosting' section of this catalogue.
Out Of Scope	• RealMedia implementations not hosted or supported by RGE.
Pre-requisites	• Use of this service requires specialized knowledge in video production. • Requests for new media websites need to include the information detailed in the "Internet & Related Services User Guide" "Media Server" (https://extranet.gov.ab.ca/techinfo/interug/media.html) (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of RealMedia. Maintenance of video/audio content is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". (https://extranet.gov.ab.ca/techinfo/)
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services (peter.trommelen@gov.ab.ca)
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca
Scheduled Service Maintenance/Outages	• Maintenance to the server is performed weekly during Sunday block time (0700h – 1000h). During those periods the website or web application will not necessarily be available.

Performance Excellence through Action and Knowledge - PEAK

Service Description	• This is a collaboration tool used to track issues, projects and documentation.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • Note that this service is available 24X7 with the exception of scheduled or broadcast maintenance windows; and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Software Maintenance: $80/Month • Hardware Maintenance: $200/Month • Facilities Management: $20/Month • Support : $700/Month • Storage: $4/GB/Month
Out Of Scope	• Application maintenance services.
Pre-requisites	• Cross government project teams preparing to develop shared applications are expected to engage RGE Applications Support Brent Redford brent.redford@gov.ab.ca once approval has been granted to develop and implement a shared application.
Restrictions/ Constraints	• The Corporate applications must be designed for Band 2 (used by multiple customers in a shared environment) to enable sharing of resources.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations: andrew.terefe@gov.ab.ca
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Web-Based Reporting Server

Service Description	This service provides hosting of the Crystal Reports 10 Reporting Server in Shared ICT Services.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • This service is available 24X7 with the exception of Sunday morning block time (see below); and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• None at this time.
Out Of Scope	• Crystal Reports 10 implementations not hosted or supported by RGE.
Pre-requisites	• Use of this service requires no specialized knowledge. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new websites need to include the information detailed in the "Internet & Related Services User Guide" "Crystal Reports 10" https://extranet.gov.ab.ca/techinfo/interug/wwwcr.html (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of Crystal Reports 10. Maintenance of website content is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca.
Scheduled Service Maintenance/Outages	• Maintenance to the server is performed weekly during Sunday block time (07:00 – 10:00). During those periods the website or web application will not necessarily be available.

Opinio Web-Based Application Hosting

Service Description	This service provides hosting of the Opinio web-based survey software application in Shared ICT Services.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30 • This service is available 24X7 with the exception of Sunday morning block time (see below); and dedicated support is available business days from 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• For customers of the shared web servers there is no cost for Opinio. Others will be charged at the same rate as a tier 1 website. Please refer to costs itemized under 'Web Site and Web Based Hosting' section of this catalogue.
Out Of Scope	• Opinio implementations not hosted/supported by RGE.
Pre-requisites	• Use of this service requires no specialized knowledge. • A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application. • Requests for new websites need to include the information detailed in the "Internet & Related Services User Guide" "Opinio" https://extranet.gov.ab.ca/techinfo/interug/wwwopinio.html (Logon using any GOA or EXTERN ADS User Name to view this website.)
Restrictions/ Constraints	• This service is limited to the hosting of Opinio. Maintenance of website content is not in the scope of this service.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • If questions or issues arise from the review of the request, customers will be contacted within 1 business day for input and/or decision. • If there are questions, input or concerns while the request is being reviewed, customers will be contacted within 2 business days. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service. • For orientation, refer to "Internet & Related Services User Guide" and "Introduction to Services". https://extranet.gov.ab.ca/techinfo/
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of the Manager of the Corporate Internet, Wade Anderson, wade.anderson@gov.ab.ca.
Scheduled Service Maintenance/Outages	• Maintenance to the server is performed weekly during Sunday block time (07:00 – 10:00). During those periods the website or web application will not necessarily be available.

Ministry Application Hosting

Service Description	This service involves the hosting of ministry applications. These are applications that will not be shared with other customers. They may involve hosting on dedicated servers or hosted within the Shared ICT Services servers.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• Based on the needs of each unique application. For guidance on costs see Appendix C for Dedicated Server Support Costs and Shared Server Support Costs. Appendix C – Server Support Services and Costs
Out Of Scope	• Application maintenance services.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Services requiring more than 1 day of effort are subject to RGE resource availability and may need to be planned.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service unless otherwise negotiated. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations, andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

Application Maintenance Integration

Service Description	Application Maintenance Services are not provided through RGE. RGE only provides an interface with the Customers Application Maintenance Service providers for those application services running within the Shared ICT Services.
Service Availability	• Service requests are processed on business days between 08:15 - 16:30. • Extended support hours should be pre-arranged 2 weeks in advance. Activity scheduled outside of business hours may be charged as out-of-scope.
Service Costs	• None at this time.
Out Of Scope	• Application maintenance services.
Pre-requisites	• A completed Service Request entered into the Electronic Management of Problem, Asset and Change (eMPAC) application.
Restrictions/ Constraints	• Services requiring more than 1 day of effort are subject to RGE resource availability and may need to be planned.
Service Level Objectives	• Customers will receive confirmation that the request was received within 8 business hours. • All requests, once approved by a customer, will not exceed 8 business days for full completion.
Training	• No formal training is provided for this service.
Disaster Recovery	• The 'Best Effort' disaster recovery service is in place for this service unless otherwise negotiated. For additional information on the Best Effort disaster recovery service, see Disaster Recovery – Best Effort Services. • For additional information on disaster recovery services, contact Peter Trommelen, Director of Disaster Recovery Services peter.trommelen@gov.ab.ca.
Service Ownership	• Maintenance, changes, and ownership of this service is the responsibility of Andrew Terefe, Director of Shared ICT Operations. andrew.terefe@gov.ab.ca.
Scheduled Service Maintenance/ Outages	• Scheduled maintenance occurs on Sundays from 07:00 to 10:00.

We are here to put out your

Service Level Management

Service targets have been adapted as part of a performance framework that will:

- manage
- monitor and
- optimize

The effective delivery of services (from an external or internal pool of resources and budgets). The collected information will be used in deciding what is supported, the effectiveness of the service, the cost, and the utilization of the resource pool.

Evaluation of results achieved requires both quantitative and qualitative information. While continuing to meet business needs, RGE will:

- Implement the best ways of delivering services that are cost efficient, effective, and which provide value to the customer.
- Demonstrate clear benefits from a broader government perspective.
- Establish and maintain strong customer relationships that are highly accountable, responsive and proactive.
- Create a culture for continuous improvement and change, building on the strength of the resources to promote professionalism and personal growth.

Benefits

- Provide a clear means of setting expectations.
- Allow customers to use computer systems in a consistent manner, enhancing productivity and effectiveness.
- Allow RGE IT to plan and deliver services within a planned budget.
- Ensure all RGE IT resources deliver quality services with consistent service level objectives.

Tools that automate the processes, such as RGE Service Desk and problem tracking, will be deployed to ensure consistency of services across all providers.

Simplified and standardized policies and practices, such as common software and hardware configuration, managed acquisitions, and a scheduled replacement policy, will be developed to reduce the complexity for the customer and RGE Service Desks in working with variations of product offerings.

Service Level Objectives and Measures

Service Activity	Description	Measure	Target	Reporting Method
Server availability to customer	The number of outages and the length of time that the server was unavailable and who was impacted	The downtime is expressed as the percentage of time the server(s) is (are) down of the total time. The time is divided to two categories: primetime (7:30 am to 5:00 pm) and non-primetime (5:01 pm to 7:29 am)	Provide prime time availability at, or above an average of 99.75 % (downtime of no more than 25 minutes per month) and overall availability at, or above 99% (excluding scheduling downtime)	Report C – Enterprise server incident report
Network	The number of	The downtime is	Provide prime time	Report C –

Service Activity	Description	Measure	Target	Reporting Method
availability to customer	outages and the length of time that the network was unavailable and who was impacted	expressed as the percentage of time the server network is down of the total time. The time is divided to two categories: primetime (7:30 am to 5:00 pm) and non-primetime (5:01 pm to 7:29am)	availability at, or above an average of 99.75 % (downtime of no more than 25 minutes per month) and overall availability at, or above 99% (excluding scheduling downtime)	Enterprise server incident report
Response time to customer	Elapse time between the moment the customer contacts the RGE Service Desk and the moment the RGE Service Desk personnel gets back to the customer. The downtime of network availability. Point of contacts: either; through a phone call, email RGE Service Desk inbox or by creating online ticket	The elapse time from the moment a request was made (occurred date) to the moment the request was acknowledged (create date). NOTE: the email date will be the date that will be entered into the occurred date field.	30 minutes (phone) 2 hours (email)	Not available yet
Reset passwords / Unlock accounts – Service Request	The elapse time from the moment a request was made (create date) to the moment the request was completed (resolved date).	The moment the remedy ticket is created to the moment it is resolved.	1 hour	Report A – SLA Exception report (A2 – Service Requests)
Move employee data - Service Request Definition: Move, Change, Remove employee date to different security or distribution groups, including inter-departmental	The elapse time from the moment a request was made (create date) to the moment the request was completed (resolved date).	The moment the remedy ticket is created to the moment it is resolved.	4 working days based on 7.25 hour day	Report A – SLA Exception report (A2 – Service Requests)
Effectiveness of first contact resolution	RGE Service Desk staff ability to optimize call resolution and minimize involvement of other teams.	The percentage of total customer issues that is resolved on the spot. It is expressed as	Target 60% and minimum 40% of calls to be resolved at initial call.	Report E – Calls created and resolved report
Customer satisfaction	Satisfaction level of services provided to RGE customers	Measurement cannot be performed directly, but only through surveying customers on a	Baseline target 80%	Results will be posted

Service Activity	Description	Measure	Target	Reporting Method
		yearly and/or ad hoc basis. Two different surveys will be produced one for management and one for customers.		
Customer/Group account - Service Request Definition: Service Request will include add, change or remove customer/group account	The elapse time from the moment a request was made (create date) to the moment the request was completed (resolved date).	The moment the remedy ticket is created to the moment it is resolved.	2 working days based on 7.25 hour day	Report A – SLA Exception report (A2 – Service Requests)
Customer/Group E-Mail ID - Service Request Definition: Service Request will include add, change or remove customer/group email ID	The elapse time from the moment a request was made (create date) to the moment the request was completed (resolved date).	The moment the remedy ticket is created to the moment it is resolved.	4 working days based on 7.25 hour day	Report A – SLA Exception report (A2 – Service Requests)
Call abandonment rate	The percentage of all calls to the RGE Service Desk Telephone system that are terminated before being answered.	This is a standard measure coming out of the Automated Call Distribution (ACD) system.	Less than 3% monthly	Internal report
Service level reporting	Production of monthly report in an agreed format.	Report uploaded to the web by the end of the second week on the following month	100%	
SLA review	Quarterly or as required, review meetings to discuss issues, problems, and upcoming changes with the Customer	The change order request form will be used for additions, changes and deletions of services. For Example: New applications, projected workload changes.	100%	
Root cause analysis	Production of report describing the root causes of cases.	Reports to be provided on demand	Within the agreed timeframe	

Severity (Impact) Definition

The resolution of problems by the RGE Service Desk follows a priority based on a combination of the type of work the customer is doing and the impact to the business. The Customer is required to identify their employees in 3 classes (business critical, priority and operational). It is anticipated that "business critical" will not exceed 3% and "priority" will not exceed 7% of the total PC base. For the "business critical" and "priority" classifications, the Customer must define if expected hours of operations are needed beyond the business hours standard (08:15 - 16:30) for the typical workday.

Business Critical

Directly impacts the delivery of programs that are essential to government or life threatening to the public. The most severe situation, in which it may not be possible to recover from the failure in any acceptable time frame, or with a level of resources that is considered practical.

Priority

Directly impacts the ability of key programs or customers (typically includes the executive team) of the Customer or agency to complete their work on priority items or issues.

Operational

Directly impacts the operation or processes involved in the delivery of government programs. Includes PCs used individually or non-dedicated PCs (such as loaner PCs and those found in training rooms or interpretive centers). A significant impact, but one in which recovery is possible by implementing tested business recovery or contingency plans or for which the failure can be remedied in time by available resources.

Bright ideas come from great minds

Problem Resolution Table (by customer)

By customer	Severity 1	Severity 2	Severity 3	Severity 4
Business Critical Users	Major disruption, no workaround unable to do work for the individual	Limited functionality with no alternative for the individual	Causing inconvenience with alternative available	Informational, request for information or Low priority (problem is cosmetic in nature or not affect functionality)
Priority • Executive (Minister's and Deputy Minister's Office	Major disruption, no workaround unable to do work for the individual	Limited functionality with no alternative for the individual	Causing inconvenience with alternative available	Same as above
Operational • Professional/ • Technical/ • Administrative • Support • Training room • Interpretive centre • Loaner PC	Major disruption, no workaround unable to do work for the workgroup/unit	Disruption with no workaround for the individual	Limited functionality with no alternative for the individual	Causing inconvenience with alternative available OR Informational, request for information
Resolution Targets:				
80%	2 hours	4 hours	2 days	"best effort" not to exceed10 days
95%	4 hours	8 hours	4 days	"best effort" not to exceed 20 days
Remaining 5%	To be negotiated with customer			

Helping hands to serve you

Problem Resolution Table (by application)

For common corporate services, as provided at the Edmonton Data Centre (Central Computing Centre) and Calgary Data Centre, the following resolution table is also used for cross-government applications:

	Severity 1 (Severe)	Severity 2 (Major)	Severity 3 (Minor)	Severity 4
	System/service/application(s) are NOT Available. A problem causing a major unscheduled interruption in service with severe business impact to customers. For example: • Complete power outage, • System hardware/operating system/data base failure, • Network unavailable.	Application is available but is not performing as expected. Problem has disrupted customer service to a small number of localized customers. Customers can continue to process but at great inconvenience. Business impact is moderate. For example: • Application/system is unstable, • Degraded application/system response, • Network segment is unavailable, • Degraded network response, • Individual Network communication links restarted	Very limited impact on customers, problem has disrupted or degraded service to a single customer. Business impact is low. Workaround available for the short term. For example: • Any service degradation that has alternate workarounds available. • The loss of any redundant hardware or software component that does not result in loss of service.	Not applicable
Resolution Targets:				
80%	2 hours	4 hours	2 days	N/A
95%	4 hours	8 hours	4 days	N/A
	Class A	Class B	Class C	Class D
Remaining 5%				
	To be negotiated with customer			

For problems logged after hours (assuming no 24X7 support), the hours begin with the next business day.

The RGE staff assigned to the ticket is responsible for ensuring that the problem ticket is properly updated and closed, once the problem has been resolved to the customer's satisfaction.

Take our hand when the climb is tough

Escalation Process

As problems are escalated, the person at each level becomes responsible for escalating the problem to the next level based on the guidelines outlined below. If the person at the next level cannot be contacted, the problem will be escalated to the next higher level.

Table 1 is used for Distributed Computing Support environment. Table 2A and 2B applies to the Edmonton Data Centre (Central Computing Centre) and Calgary Data Centre.

Table 1	Problem Escalation – Distributed Computing Services			
Responsibility	**Severity 1**	**2**	**3**	**4**
RGE Service Desk	Within 15 minutes RGE Service Desk operator notifies appropriate RGE support team or vendor	Same	Within 30 minutes	Within 30 minutes
Distributed Computing Support team	Within 45 minutes assess progress and establish further follow-up	Within 1 hour	Within 2 hours	N/A
Distributed Computing Support team lead	Within 2 hours notifies customer of progress and action to be taken to resolve problem or provide work-around, until problem is resolved to customer satisfaction	Within 4 hours	Within 8 hours	N/A
RGE Management	Within 4 hours notifies customer primary contact of steps to be taken to resolve problem or provide work-around	Within 1 day	Within 2 days	N/A

When you can't see the road, we will guide you.

TABLE 2A –ESCALATION PROCEDURES

Neil Crawford (Central Computing Centre) and Calgary Data Centers – Prime time Shared Servers and Services

Time Since Occurrence	Severity 1 (Severe)	Severity 2 (Major)	Severity 3 (Minor)
Immediately	• RGE Console Operator informs RGE Service Desk or RGE Service Desk informs RGE Console Operator • RGE Console Operator or RGE Service Desk opens a Case in Remedy; (Case is given 'Urgent' Priority) • RGE Console Operator notifies Operations Supervisor • RGE Service Desk notifies RGE Service Desk Supervisor	• Operator informs RGE Service Desk or RGE Service Desk informs RGE Console Operator • RGE Console Operator or RGE Service Desk opens aCase in Remedy; (Case is given 'High' Priority); notifies appropriate Support Group or Vendor • RGE Console Operator notifies Operations Supervisor • RGE Service Desk notifies RGE Service Desk Supervisor	• RGE Service Desk opens RGE Service Desk Case in Remedy; (Case is normally given 'Medium' or 'Low' Priority but may be given 'High' or 'Urgent' Priority depending upon the circumstances) • RGE Service Desk attempts to resolve problem (if reported to RGE Service Desk) • If RGE Service Desk cannot resolve the problem, RGE Service Desk notifies appropriate Support Group or Vendor
Within 15 Minutes	• RGE Console Operator; notifies appropriate Support Group and/or Mainframe Hardware Vendor • RGE Service Desk notifies external RGE Service Desks; provides updates via email or telephone (if email unavailable) every half hour until problem is resolved. • Support Group begins diagnosis and troubleshooting; keeps RGE Console Operators informed; RGE Console Operators keep RGE Service Desk informed. • Operations Supervisor notifies Operations Coordinator and Operations Manager • For Wide Area Network problems, Data Network Operations begin diagnosis and troubleshooting • Operations Manager notifies Manager - Operations Support (for System hardware/operating system problems), Manager-Data Network Operations (for Wide Area Network problems), A/Head – Technology Services (for Database problems) • Building maintenance personnel onsite and commencing problem	• For Wide Area Network problems, Data Network Operations begin diagnosis and troubleshooting • RGE Service Desk notifies appropriate external RGE Service Desks; provides updates every half hour until problem is resolved.	

TABLE 2A –ESCALATION PROCEDURES
Neil Crawford (Central Computing Centre) and Calgary Data Centers – Prime time Shared Servers and Services

Time Since Occurrence	Severity 1 (Severe)	Severity 2 (Major)	Severity 3 (Minor)
	determination (if problem is site-related)		
Within 30 Minutes	• Operations Manager notifies the Director – Data Centre Services; provides updates every 30 minutes until problem is resolved • Manager - Data Network Operations notifies Director-Network Services • Desktop/Server Hardware/Software Support commence problem determination (If problem is Desktop/Server hardware or software related); contact Hardware Vendor if problem is hardware related)	• Support Group begins diagnosis and troubleshooting; keeps RGE Console Operators informed; RGE Console Operators keep RGE Service Desk informed • Operations Supervisor notifies Operations Coordinator and Operations Manager • For Wide Area Network problems, Data Network Operations begin diagnosis and troubleshooting • Operations Manager notifies Manager-Server Support (for System hardware/operating system problems); Manager-Data Network Operations (for Wide Area Network problems A/Head – Technology Services (for Database problems) • Building maintenance personnel onsite and commencing problem determination (if problem is site-related)	
Within 45 Minutes	• If problem is mainframe-hardware related, Vendor provides problem status update to RGE Console Operators and Operations Manager; Operations Manager provides update to Director-Data Centre Services		
Within 1 Hour	• Director – Data Centre Services notifies Exec. Director, RGE IT Services; provides hourly updates until problem is resolved	• Operations Manager notifies the Director – Data Centre Services; provides updates every 30 minutes until problem is resolved • Manager - Data Network Operations notifies Director-Network Services • Desktop/Server Hardware/Software Support commence problem determination (If problem is Desktop/Server hardware or software related); contact Hardware	• Support Team notifies Team Leader/Supervisor

TABLE 2A –ESCALATION PROCEDURES

Neil Crawford (Central Computing Centre) and Calgary Data Centers – Prime time Shared Servers and Services

Time Since Occurrence	Severity 1 (Severe)	Severity 2 (Major)	Severity 3 (Minor)
		Vendor if problem is hardware related)	
Within 2 Hours	• Operations Manager convenes meeting with Manager-Operations Support, Manager-Data Network Operations (if problem is network-related) A/Head – Technology Services. Problem status is assessed, decision made if further problem escalation within Vendor or Support Group is required • Desktop/Server or Mainframe Hardware Vendor on site and commencing problem determination	• Desktop/Server or Mainframe Hardware Vendor on site and commencing problem determination	• Team Leader/Supervisor notifies their Manager
Within 4 Hours	• Exec. Director, RGE IT Services notifies RGE CEO.	• Operations Manager convenes meeting with Manager – Operations Support, Manager-Data Network Operations (if problem is network-related0, A/Head – Technology Services. Problem status is assessed; decision made if further problem escalation within Vendor or Support Group is required	
Next Weekly Problem Review Meeting	• Problem and resolution are reviewed	• Problem and resolution are reviewed	

The light at the end of the rainbow

TABLE 2B– PROBLEM ESCALATION PROCEDURES
Neil Crawford (Central Computing Centre) and Calgary Data Centres – Non Business hours
Shared Servers and Services

Time Since Occurrence	Severity 1 (Severe)	Severity 2 (Major)	Severity 3 (Minor)
Immediately	• RGE Service Desk notifies external RGE Service Desks; provides updates every half hour until problem is resolved.	• RGE Service Desk notifies external RGE Service Desks; provides updates every half hour until problem is resolved.	• RGE Service Desk attempts to resolve problem (if reported to RGE Service Desk) • If RGE Service Desk cannot resolve the problem, RGE Service Desk notifies appropriate Support Group or Vendor (if problem cannot wait until next working day)
Within15 Minutes	• For Wide Area Network problems, Data Network Operations begin diagnosis and troubleshooting	• For Wide Area Network problems, Data Network Operations begin diagnosis and troubleshooting	
Within 1 Hour	• RGE Service Desk notifies Operations Manager • Operations Manager notifies Manager - Operations Support (for System hardware/operating system problems), Manager-Data Network Operations (for Wide Area Network problems), A/Head – Technology Services (for Database problems)		
Within 2 Hours	• Operations Manager notifies the Director – Data Centre Services; provides hourly updates until problem is resolved. • Manager- Data Network Operations notifies Director-Network Services	• RGE Console Operator notifies Operations Manager • Operations Manager notifies Manager - Operations Support, Manager-Data Network Operations (if problem is network-related), A/Head – Technology Services.	
Within 4 Hours	• Director – Data Centre Services notifies Exec. Director, RGE IT Services; provides hourly updates until problem is resolved.	• Operations Manager notifies the Director – Data Centre Services; provides hourly updates until problem is resolved. • Manager- Data Network Operations notifies Director-Network Services	
Within 6 Hours	• Exec. Director, RGE IT Services notifies RGE CEO.		
Next Weekly Problem Review Meeting	• Problem and resolution are reviewed	• Problem and resolution are reviewed	

Appendix A - Central Point of Contact for Customers Receiving RGE IT Services

Background

Service Level Agreements (SLA) are in place for ministries receiving Information Technology (IT) services from RGE. The SLA defines the services and role of RGE in delivering these IT services for desktop and server-based computing. The SLA outlines the services delivered, the timeframes those services are available, and how problems and changes are managed to ensure minimal disruption to the customer. The SLA also suggests a role within the Ministry to liaise with the business areas to help interpret business needs and IT requirements.

This document is a refinement of the work done in the SLA. It outlines the requirements of the Ministry and RGE in the joint effort to deliver effective IT services to meet the changing business needs of a Ministry.

The objective is a working partnership to ensure the business needs and IT requirements of a given division or branch align with the overall direction of the Ministry and the overall direction of RGE. Coordination and communication are key to ensuring IT delivers solutions that meet or exceed the Ministry's service needs.

The goal is to deliver a consistent, single process for IT services regardless of how the Ministry receives IT services (in a dedicated environment or in the Shared ICT Services environment). This may result in changing the way services are delivered in a dedicated environment to a model that addresses everyone's needs in a shared environment.

When new customers integrate into a shared GOA environment, it is desirable to establish individuals as a point of contact to expedite and coordinate service requests.

Issues

The day-to-day, delivery of services, typically do not create issues for IT service delivery. But what does create issues is when the services are changed. For example, a change to add 10 new PCs for a new business program could create the following changes to the SLA:

Wiring must be installed for the new work area
New hardware must be ordered
New software is required that requires certification and testing to ensure security is not compromised
Hours of operations are extended to the weekend as the public will have access

From the above example, these 4 points each require a level of approval to proceed, as each may have an associated cost or impact on how services are delivered. This cost could either be a one-time cost (such as the order of a new server) or on-going costs (such as the annual maintenance of the router).

While RGE is responsible for delivering IT services, the Ministry manages the cost of these services. Many services requests have a budget impact. These must be understood and agreed by the Ministry before work can proceed.

For effective delivery of services, this document identifies the need for a business coordinator or central point of contact (within the Ministry) for IT issues who is responsible for the liaison between the Ministry and the RGE Service Desk.

The recommendation supports the RGE IT service principle of a consistent, streamlined delivery of services to all customers. This is best delivered through:

1. Pre-approval from an authorized Ministry representative before any change is made to the operating environment.
2. Accountability for costs associated with the change to ensure the budget and expenditures are managed within the target set.
3. A corporate (or Ministry) perspective rather than a division or branch perspective to ensure Ministry priorities are addressed.
4. Electronic approval rather than paper signature to ensure changes are handled as soon as possible.

Appendix B – How To Request Services

How to Submit a Request to the Restructuring and Government Efficiency (RGE) Service Desk

Description

The RGE Service Desk is a centrally managed service through which information technology problems and service requests are filtered. Automated tools are used to create, track, monitor and report on requests. Requests are either resolved at first point of contact, or a case (i.e. ticket) is created and assigned to the appropriate service support team to complete. The customer will be kept up to date as to the status of the request through email.

Who Can Request Services

Problem Request – any customer accessing Shared ICT Services

Service Requests – Must be submitted by the Ministry's Information Technology Representative (ITR) or Central Point of Contact (CPOC). When the RGE Service Desk receives a request from an ITR/CPOC, it is expected that the ministry expenditure approval has been given and this then allows the RGE Service Desk to proceed with the request.

How to Contact The RGE Service Desk

There are two ways to contact the RGE Service Desk:

1) Phone: (780) 427-HELP (4357)
   - Option 1 = Mainframe services, ADS account activations and ADS password resets
   - Option 2 = Shared ICT Services/Desktop Support
   - Option 3 = MyAGent, IMAGIS, ExClaim application support
   - Option 4 = Sustainable Resource Development
   - Option 5 = Environment
   - Option 6 = Finance and Revenue customers
   - Option 7 = Municipal Affairs and Government Services (Commerce Place)
2) Email: RGE.helpdesk@gov.ab.ca

Completing a Request

There are two primary types of requests: A Service Request and a Problem Request.

NOTE: Customers can choose to create their own cases using https://www.empac.gov.ab.ca/

1) Problems

Any Customer accessing Shared ICT Services can call in a problem. The information the RGE Service Desk requires is:

- Customer's ministry
- Customer's name
- Customer's phone number
- Customer's location
- Description of the problem (i.e.: software, hardware, application, network, etc.)
- Severity i.e.: one person affected or many
- Indication of urgency (i.e.: month end, fiscal year end)

2) Service Requests

The minimal information required to put in a Service Request are:

- Customer's ministry
- Customer's name
- Customer's phone number
- Customer's location
- Due date
- Description of service request
- Any special instructions
- Completion of required forms
- ITR/CPOC approval

Typical Service Requests

RGE requires that any change of service is pre-approved within the Ministry before the change is requested. This typically means before contacting the RGE Service Desk, the appropriate CIO or Expenditure Officer approval has been secured.

Service Request Type	RGE requires a Ministry individual who can:	*Comments*
Employee change	Identify workstation moves (individual and multiple – projects)	Includes wiring request, ordering PCs, ordering software, ordering peripheral equipment such as PDA's, digital cameras, printers, scanners, security FOB's, Citrix access, VPN access, etc. arrange for appropriate software training
	Identify permissions to calendars, distribution lists, public folders, remote access	Includes process request to activate or terminate access to applications, folders etc.
Office Moves	Identify new, add, change or deletion of accounts, email, mailboxes, shared folders	Includes relocation of employee within the building, to another building or another Ministry
		Out-of-scope are name and address changes in MyAgent and IMAGIS which are done directly by the customer
Business change	Identify new hardware/software for customer	Assist employees with identifying their software and hardware requirements based on their business needs
	Request increase to drive limit and e-mail limits	
	Coordinate add, change, delete of network printer requirements	
	Process network access requests (work group shared data, applications etc.)	
	Arrange for hardware/software upgrades and repair that are acceptable with the business units	
	Identify emergency software, hardware changes	
	Identify VIP customers and notify RGE of any change	
Planning	Represent the business area for planning and scheduling of IT changes	
	Identify new projects/ change of services	
	Provide 2 weeks notice for extended hours of service/support (or identify emergency support required for evenings, week-ends)	
Inventory management (hardware and software)	Identify and arrange for equipment being ever-greened	
	Identify and work with RGE to develop a schedule for equipment being upgraded or cascaded	
	Identify what hardware/software needs to be ordered	Dependent on Ministry, RGE may or may not order equipment on behalf of Ministry
	Identify surplus equipment	
	Manage software licenses	Dependent on Ministry, RGE may or may not manage software licenses on behalf of Ministry
Security	Determine corrective action for any lost or stolen equipment	

Appendix C – Server Support Services and Costs

Dedicated Server Support

Sample Dedicated Server Support Agreement

This agreement will be completed when a customer requests RGE to house server(s) that will be used by a single customer.

"*Customer Name*" has asked RGE to house and provide support for their "*Application Name*" servers. The purpose of this document is to provide cost estimates for products and RGE support services that have been identified by the customer. Any additional hardware, software or services not identified in this document will be charged back to the customer as necessary. Costs will be reviewed each fiscal year and charges will be adjusted accordingly in consultation with the customer.

"*Customer Name*", or their agent, will be responsible for the support and proper functioning of the application, as well as upgrades and maintenance to the application. Any technical consulting done by RGE staff related to the application will be an additional cost and will be billed separately.

RGE will be responsible for the software that supports the "*Customer Name*" application and any installations or upgrades that may be required to this software. This software will include database, operating system and required system utilities. RGE will also be responsible for hardware upgrades that are required and for the physical site and security of the customer server(s). In cases of software or hardware upgrades, the purchase costs will be borne by the customer, "*Customer Name*".

The "Application" environment is a production configuration comprised of: Customer configuration information specified here.

General Operational Guidelines Concerning Shutdowns/Outages

The general operating guidelines of the RGE Data Centre are as follows:

- Minimize shutdowns due to power outages/maintenance/scheduled outages (I.e.):
- Outages due to power supply maintenance will be kept to a minimum (target is one per year). NOTE: the nature of the UPS (dual) will mitigate this type of outage.
- Outages due to scheduled maintenance are kept to a minimum and normally are under the control of the customer. RGE normal operating procedures utilize a 'Blocktime Time' of 7:00 AM to 10:00 AM on Sundays. The "*Application Name*" servers will not be affected by this block time unless previously agreed to by the customer.

Server Network Security

RGE will implement server security through the network routers, operating system, software products and/or firewall configurations. RGE maintains a standard set of configurations, and will apply those configurations (in consultation with "*Customer Name*" and/or their agent) to the server. Adjustments to the standard will be made depending on the nature of the server, the network traffic required and the requirements of the application.

RGE Network Facilities

These facilities include, but are not limited to:

- Performance monitoring: monitoring for performance degradation and for network capacity planning; network tuning as required
- Availability monitoring: monitoring to ensure that all required network resources are available and working
- Network planning: planning for changes in the network configuration (e.g. add extra capacity/resources or reconfigure the network to improve performance), network recovery and connectivity to other networks.
- Problem resolution: perform problem isolation and resolution
- Security: protect the network and its resources from intentional or unintentional damage due to unauthorised access

- On-site support services for Network System support from 8:15 to 16:30 on normal GOA working days. 24X7 hour on-call support is provided.
- 100 Mbit physical network connections to the Internet. Capacity for this service is constantly monitored by RGE to ensure customer requirements are met.

At this time, there are no additional charges for Network Services.

Server Support Costs

Facilities Management

The following services and facilities are included when housing a dedicated server at the RGE Data Centre:

- Uninterrupted Power Supply
- Fire Protection (Halon)
- 7/24 physical data centre security
- 7/24 helpdesk services: (Note: helpdesk services outside of prime time are covered by the operations staff who are on duty 7/24)
- Problem/Change Management

Monthly charges for these services are: $150 / Server

Hardware

All costs associated with hardware and hardware maintenance will be re-billed to the customer. Current prices can be obtained from the Standard Offering List.

- Customer hardware information specified here.
- In some cases the customer purchases the hardware themselves, in others, RGE purchases the hardware and re-bills the cost to the customer. If RGE has purchased the hardware the cost details are to be included here.
- Yearly maintenance cost of adding server (s) to group maintenance agreement. This charge applies regardless of which party purchased the server(s). This maintenance cost is based on the level of service required by the application, type of server and age of the server. RGE renegotiates maintenance costs with the hardware vendors once a year. Once customer requirements are determined, enter current year's maintenance costs here.

Hardware Service Level Options

- 2 hour response
- Same day response
- Next day response

Data Storage

- Storage Area Network (SAN) - $4/GB/Month
  Very high availability; millisecond response times; intended for use for mainframe and high-end open systems storage in the shared server environment
- Network Attached Storage (NAS) - $3/GB/Month
  High volume storage; less than on second response times; primarily for file data such as shared folders on a network and mid-level open system storage for file systems
- Advanced Technology Attachment (ATA) - $1/GB/Month
  High volume storage; 2-3 second response times; primarily used for archiving, volume replication, disaster recovery mapping and/or legal documents that seldom change
- Estimated customer storage requirements and cost specified here. This is an estimate as storage will be billed monthly based on actual resource usage.

Software

All costs associated with software acquisition and maintenance will be re-billed to the customer:

- Customer software itemized here.
- As with hardware, the purchase is done either by the customer or by RGE and re-billed to the customer at cost. If RGE is the purchaser, list costs here.
- Annual software maintenance cost. This varies from 15%-20% of the original software cost depending on the vendor.

Additional Software

- One time licensing costs for Windows 2003 operating system. License cost is dependent upon whether Standard or Enterprise Licensing is required.
- SQL standard or enterprise licensing costs. License cost is dependent upon whether the application is internal to government or is open to public access. SQL licensing costs are approximately four times higher for publicly accessed applications.

In addition to application specific software, RGE requires the following software be present on all servers in order to adequately monitor and manage the environment:

• ATAMAN – allows for REXECs from another platform for automated monitoring	$75
• Diskeeper	
• WinZIP – used for "Zipping" and 'Un-Zipping" files	$15
• CuteFTP – used to FTP files	$30
• Backup Agent– used to backup servers through the network	
◦ Extended edition Per Processor License	$435
◦ Per Processor License for database servers (optional)	$840
• Monitoring Agent – used for resource usage monitoring, modeling and Alert generating	$1,500
Total 1-time cost per server	$2,895

• Software Maintenance – monthly per server	
◦ Extended edition per processor and Monitoring Agent	$40
◦ Per Processor for databases (optional)	$15

The licensing costs are applied to EACH server the agreement covers and the total license and monthly maintenance costs entered here.

Server Management Technical Support:

Please note that monthly charges quoted for Operating Systems Support, Data and Storage Support and Cross-Government Web Server Team Support areas are based on average support requirements. If a customer / application requires extensive support, charges for these services will be renegotiated with the customer and the monthly charge adjusted accordingly.

7/24 support is provided for servers at a cost of $2,500/year/Support Group. This fee recovers stand-by pay.

Operating Systems Support

Will be provided as follows:

- Operating system upgrades (assume 1 per year, per server)
- Installation of operating system fixes, service packs, "hot fixes" (assume 6 per year, per server)
- On-site support is available 08:15 to 16:30 on normal GOA working days. Off prime support may be arranged on an as required basis at a rate of $120/hour/analyst.
- Non-Application related problem resolution
- Daily incremental backups through Harbor that allow for full system image or individual file restore
- Capacity monitoring (CPU/disk utilization, paging rate, transaction rate, etc.)
- Modeling, forecasting for server sizing and managing upgrades as requested by the customer.
- Threshold monitoring via automation with associated notification (pager, e/mail)
- System/Application process monitoring via automation (i.e. web server heartbeat, checking of active processes) with associated notification
- I/P Stack monitoring via automation with associated notification
- Daily archiving of system logs, application logs, security logs
- Scheduling Services for applications.

Monthly charges for these services are: $500 / Server

Data and Storage Support

Will be provided as follows:

- Database Administration (DBA) duties including:
  - Customer consulting
  - Review of database design (Oracle databases only)
  - Performance monitoring
  - Capacity tuning
  - Weekly database maintenance
  - Database logical backups (Business Continuity support)
  - Problem solving in relation to the Database Management System (DBMS)
- Installation of DBMS and related software fixes, service packs
- DBMS and related software, version or release upgrades
- Upgrades of DBMS server as necessary (assume 1 per year)
- Standard on-site support is available 8:15 to 16:30 on normal GOA working days. Off prime support may be arranged on an as required basis at a rate of $120/hour/analyst.

Monthly charges for these services are $500 / Oracle database instance $500 / SQL application

Cross-Government Web Server Team Support

Will be provided as follows:

- Preparation of web enabled statistical information
- Problem intervention/resolution for internet related products

- Apply patches to internet related products
- Upgrades to internet related products
- Maintenance of the IP addresses restrictions.
- Upgrades of IIS as necessary. (Assume 1 per year).
- Installation of IIS security patches as necessary. (Assume 6 per year).
- On-site support is available 8:15 to 16:30 on normal GOA working days.

Monthly charges for these services are: $500 / Server

Backup/Recovery Service

Charge will be based on actual resource usage - $150/GB/Year

Included in this service:

- Managed daily incremental backups and weekly full backups
- Restore against the database due to hardware or application problems

(List customer total monthly cost estimate here)

Total Costs

(Customer one time set-up and monthly cost estimate summarized here)

Initial Setup costs for hardware and software	$
Ongoing monthly RGE Server Support costs:	
• Hardware maintenance	$
• Data storage (estimate)	$
• Software maintenance	$
• Facilities management	$
• Server management technical support	$
• Backup/recovery service (estimate)	$
• 7/24 Support	$
Monthly Total	$

Shared Server Support

Sample Shared Server Support Agreement

This agreement will be completed when a client requests RGE to house their application(s) on a server shared by multiple clients.

"*Customer Name*" has asked RGE to house and provide support for their "*Application Name*" on one of RGE's shared servers. The purpose of this document is to provide service descriptions and cost estimates for products and RGE support services that have been identified by the customer. Any additional hardware, software or services not identified in this document will be charged back to the customer as necessary. Costs will be reviewed each fiscal year and charges will be adjusted accordingly in consultation with the customer.

"*Customer Name*", or their agent, will be responsible for the support and proper functioning of the application, as well as upgrades and maintenance to the application. Any technical consulting done by RGE staff related to the application will be an additional cost and will be billed separately.

RGE will be responsible for placing the customer's application on a server of RGE's choosing that meets both the application needs and RGE shared services policies. RGE will also be responsible for the software that supports "*Customer Name*" application and any installations or upgrades that may be required to this software. This software will include database, operating system and required system utilities. RGE will also be responsible for hardware upgrades and for the physical site and security of the shared server. In cases of standard software or hardware upgrades, the purchase costs will be shared among all customers using the server.

General Operational Guidelines Concerning Shutdowns/Outages

The general operating guidelines of the RGE Data Centre are as follows:

- Minimize shutdowns due to power outages/maintenance/scheduled outages (I.e.):
  - Outages due to power supply maintenance will be kept to a minimum (target is one per year). NOTE: the nature of the UPS (dual) will mitigate this type of outage.
  - Outages due to scheduled maintenance are kept to a minimum and normally are under the control of the customer. RGE normal operating procedures utilize a 'Blocktime Time' of 7:00 AM to 10:00 AM on Sundays. The "*Application Name*" server will not be affected by this block time unless previously agreed to by the customer.

Server Network Security

RGE maintains a standard set of security configurations. Adjustments to the standard may be made depending on the nature of the server, the network traffic required and the requirements of the application.

RGE Network Facilities

These facilities include, but are not limited to:

- Performance monitoring: monitoring for performance degradation and for network capacity planning; network tuning as required
- Availability monitoring: monitoring to ensure that all required network resources are available and working
- Network planning: planning for changes in the network configuration (e.g. add extra capacity/resources or reconfigure the network to improve performance), network recovery and connectivity to other networks.
- Problem resolution: perform problem isolation and resolution
- Security: protect the network and its resources from intentional or unintentional damage due to unauthorised access
- On-site support services for Network System support from 8:15 to 16:30 on normal GOA working days. 24X7 hour on-call support is provided.
- 100 Mbit physical network connections to the Internet. Capacity for this service is constantly monitored by RGE to ensure customer requirements are met.

At this time, there are no additional charges for network services.

Server Support Costs

Facilities Management

The following services and facilities are included for servers at the RGE Data Centre:

- Uninterrupted Power Supply
- Fire Protection (Halon)
- 7/24 physical data centre security
- 7/24 helpdesk services: (Note: helpdesk services outside of prime time are covered by the operations staff who are on duty 7/24)
- Problem/Change Management

Charges for these services are: $20 / Application / Month

Hardware

Shared server hardware cost per department $250 / Month includes average maintenance cost.

Maintenance cost is based on the level of service required by the application, type of server and age of the server. RGE renegotiates maintenance costs with the hardware vendors once a year.

Data Storage

- Storage Area Network (SAN) - $4/GB/Month
  Very high availability; millisecond response times; intended for use for mainframe and high-end open systems storage in the shared server environment
- Network Attached Storage (NAS) - $3/GB/Month
  High volume storage: less than on second response times; primarily for file data such as shared folders on a network and mid-level open system storage for file systems
- Advanced Technology Attachment (ATA) - $1/GB/Month
  High volume storage; 2-3 second response times; primarily used for archiving, volume replication, disaster recovery mapping and/or legal documents that seldom change
- Estimated customer storage requirements and cost specified here. This is an estimate as storage will be billed monthly based on actual resource usage.

Software

Costs for server software will be shared among all customers using the server. If a customer requires software that is not currently in use, the customer will be responsible for the full cost of this software.

Customer software requirements itemized here.

Standard Software per department $220 / Month

- Additional software costs (if applicable)

Server Management Technical Support:

Please note that the following monthly support charges are based on average support requirements. If a customer / application require extensive support, charges for these services will be renegotiated with the customer and the monthly charge adjusted accordingly.

Operating Systems Support

Will be provided as follows:

- Operating system upgrades (assume 1 per year, per server)
- Installation of operating system fixes, service packs, "hot fixes" (assume 6 per year, per server)
- On-site support services are available from 8:15 to 16:30 on normal GOA working days. Off prime support may be arranged on an as required basis at a rate of $120/hour/analyst.
- Non-Application related problem resolution
- Daily incremental backups through Harbor that allow for full system image or individual file restore
- Capacity monitoring (CPU/disk utilization, paging rate, transaction rate, etc.);
- Modeling, forecasting for server sizing and managing upgrades as requested by the customer.
- Threshold monitoring via automation, with associated notification (pager, e/mail)
- System/Application process monitoring via automation (i.e. web server heartbeat, checking of active processes) with associated notification
- I/P Stack monitoring via automation, with associated notification
- Daily archiving of system logs, application logs, security logs
- Scheduling Services for applications.

Monthly charges for these services are: $200 / Application

Data and Storage Support

Will be provided as follows:

- Database Administration (DBA) duties including:
- Customer consulting
- Review of database design (Oracle databases only)
- Performance monitoring
- Capacity tuning
- Weekly database maintenance
- Database logical backups (Business Continuity support)
- Problem solving in relation to the Database Management System (DBMS)
- Installation of DBMS and related software fixes, service packs
- DBMS and related software, version or release upgrades
- Upgrades of DBMS server as necessary (assume 1 per year)
- On-site support is available 8:15 - 16:30 on normal GOA working days. Off prime support may be arranged on an as required basis at a rate of $90/hour/analyst.

Monthly charges for these services are: $500 / Oracle Database Instance
$500 / SQL Application

Cross-Government Web Server Team Support

This is required for applications that have a web front end. Support will be provided as follows:

- Preparation of web enabled statistical information
- Problem intervention/resolution for internet related products

- Apply patches to internet related products
- Upgrades to internet related products
- Maintenance of the IP addresses restrictions.
- Upgrades of IIS as necessary. (Assume 1 per year).
- Installation of IIS security patches as necessary (Assume 6 per year).
- On-site support is available 8:15 to 16:30 on normal GOA working days.

Monthly charges for these services are: $200 / Application

Backup/Recovery Service

Harbor B/R is used to provide backup and recovery service on all shared servers. The customer cost of Harbor daily incremental backups is based on actual resource usage at a rate of $150/GB/yr.

Web Sites

For web costs see the Web Site and Web Based Hosting section: Web Site and Web Based Hosting.

Total Costs

(Customer total monthly cost estimate summarized here)

Ongoing monthly RGE Server Support costs:

- Facilities management $
- Hardware $
- Data storage estimate $
- Software - Standard $
- Server management technical support $
- Harbor incremental backup estimate $

Monthly Total

Appendix D – Cost Tracking and Service Cost Summary

How Costs Are Tracked

System Numbers

A System Number is a six character alpha-numeric code used by the RGE chargeback and tracking system (CPDIS) to identify users of IT Data Centre Services. System Numbers are owned by ministries and require ministry expenditure officer approval to use, add, delete or change any of their System Numbers as there is a cost associated with their use.

System Number example:

Customer: Ministry A

System Number	Business Org	Program	System Number Description
1111AA	AAAAAA01	BBBBBB01	Application A - Test
1111AB	AAAAAA01	BBBBBB01	Application A- Production

CPDIS tracks usage of all IT Services provided through the Data Centre. A System Number serves primarily to identify the Ministry, Agency, Board, or Commission using a particular service. Clients may have multiple system numbers, which may be used to group costs and usage according to their business requirements or preferences. For example, certain system numbers may be associated with specific business areas, programs, or applications. Detailed billing reports may be produced by system number.

A client may have several System Numbers, organized according to their business requirements or preferences. System Numbers are typically defined and updated at the request of a RACF Administrator. Clients who are unsure of what number to use should contact their RACF administrator. If the ministry's RACF administrator is unfamiliar with system number(s) or if a RACF administrator does not exist, the following individuals may be contacted for guidance:

Helen Hughes
780-427-3849
Helen.Hughes@gov.ab.ca

Debbie Tulodziecki
780-422-8783
Debbie.Tulodziecki@gov.ab.ca

Service Cost Summary

Service	Cost
Citrix	
Base Rate	$16.90/per user/month
Ministries with their own help desk	$15.90/per user/month
Applications - 40 or more instances run concurrently	$3.00
Applications - 30-39 instances concurrently	$5.00
Applications - 20-29 instances concurrently	$7.00
Applications - less than 20 instances concurrently	$9.00
FOB	
Server license and a 2 year FOB	$131.00
Helpdesk	$2.95/month
Certificate Acquisition	Time at a rate of $50/hour plus materials
Consulting	
Standard support	$80.00/hour
Premium support	$120.00/hour
ControlD	$0.10/record/month
CPU	
Batch	
Rush Priority	$14.00/minute
Prime	$8.40/minute
Non-Prime	$3.75/minute
Weekend	$2.80/minute
Online	
Prime (TSO only)	$11.20/minute
Prime	$8.40/minute
Non-Prime	$3.75/minute
Weekend	$2.80/minute
Directory ID	$2.00/entry/month
Disk Storage (SAN)	
Gold	$4/GB/Month
Silver	$3/GB/Month
Bronze	$1/GB/Month
Domain Name Acquisition	Time at a rate of $50/hour plus materials
Disaster Recovery	
Gold - Hot Site	
Server and software acquisition costs	
Server and software annual maintenance costs	
Operating systems support	$6000/server/year

SQL or Oracle support (if required)	$6000/erver/year
Web/electronic commerce support (if required)	$6000/server/year
Facility management	$1800/server/year
Staff time to set up the environment	Time at a rate of $80/hour (business day)
In case of DR activation	Time at a rate of $80/hour plus materials
Data storage at the DR site (required only during activation)	$4/GB/Month
Non-business hours technical support	$120/hour
Silver - Warm Site	
Yearly Server Costs - Based on number of customers sharing the server	$5000-7500/server/year
Staff time to set up the environment	Time at a rate of $80/hour (business day)
In case of DR activation	Time at a rate of $80/hour plus materials
Data storage at the DR site (required only during activation)	$4/GB/Month
Non-business hours technical support	$120/hour
Bronze - Cold Site	
Yearly Fee	$5000/customer/year
On Site Usage - Central Computing Centre	$100/day
In case of DR activation	Time at a rate of $80/hour plus materials
Data storage at the DR site (required only during activation)	$4/GB/Month
Non-business hours technical support	$120/hour
EDI	
Maintenance	$150.00/application/month
Data Translation fee	$0.02/thousand characters
Facilities Management	$150.00/server/month
Harbor	
Set up fee - server	$650.00
Set up fee - workstation	$150.00
Backup/Recovery/Restore	$150.00/GB/year
Mainframe DASD	
Primary	$0.02/megabyte/day
HSM/ML1 Migration Level 1	$0.01/megabyte/day
HSM/ML2 Migration Level 2	$0.005/megabyte/day
HSM/ML2 Tape Mount Management	$0.0012/megabyte/day
Microfiche	
Original 105mm	$1.50/fiche
Duplicate 105mm	$0.16/fiche
MSCA	$0.025/record/month
Network	
SNA Cluster (56KB) or less	$50.00/cluster/month
SNA Cluster (greater than 56KB)	$100.00/cluster/month
Remote Host Printing (VPS)	$15.00/VPS definition/month

Dial-Up Ids	$2.50/NETX and/or PPP ID/month
TCP/IP Connection	$0.10/KBS/month (Bandwidth)
Oracle Database Support	$500.00/Oracle instance/month
POPMail	$2.50/user/month
Production Control Standard support	$50.00/hour
Remedy	
Yearly Flat Fee	$50/desktop/Year
Remedy License	$5,000.00 one-time cost
Shared GoA	
Bundled Email, Desktop and FilePrint	$110.00/per seat/month
Email - Non Bundled	$30.00/per seat/month
File/Print - Non Bundled	$50.00/per seat/month
Desktop - Non Bundled	$40.00/per seat/month
Non Standard Desktop Surcharge	$110.00/per seat/month
VIP Surcharge	$110.00/per seat/month
Storage	$4.00/GB/month
Email	$4.00/GB/month
Desktop	$3.00/GB/month
Public Email & Shared Network Folders	$3.00/GB/month
Applications	$4.00/GB/month
Blackberry	
One time installation fee	$100.00
Monthly support fee	$25.00/per seat/month
VIP surcharge	$25.00/per seat/month
PDA	
Monthly support fee	$25.00/month
VIP surcharge	$25.00/month
Printer	$45.00/month
VPN	$34.00/per defined user/month
Sharepoint 2.0	
Server Setup - One Time	Time at a rate of $80/hour plus materials
Server Hosting	
GOA Inernal	$500/month/collection
GOA External	$800/month/collection
Anti-Virus Fees	
Internal and External	$3.55/user
	(Currently under vendor review)
Backup	$6.25/GB/Month
Restore	Time at a rate of $80/hour plus materials
SQL Database Support	$500.00/application/month

Tape	
Tape Reels	$0.05/reel/day
Tape Cartridge	$0.05/reel/day
Tape Cartridge - Offsite	$0.03/cartridge/day
Tape Mount	$2.00/mount
Viewdirect	$0.03/record/month
Web Hosting	
Tier 1	$100.00/web site/month
Tier 2	$250.00/web site/month
Tier 3	$400.00/web site/month
Tier 4	$750.00/web site/month
Other services:	
Microsoft Enterprise Agmt	$227/licence
Forrester Research	$1250/seat
Gartner Research	based on usage
Microsoft Premier Support	based on usage
ASAS (Authentication Services- CIO Office)	$4/employee/month (currently under review)
Anti-virus licences:	
Trend Desktop (Officescan)	$2.79/user plus $1.26 annual maintenance
Trend Server Protect	$3.20/user plus $1.45 annual maintenance
Sybari Antigen for e-mail	$11.13/user (5 scan engines) or $9.68 (4 scan engines) plus $2.78 (or $2.42) annual maintenance

Appendix E - Glossary of Terms

Term	Definition
24X7	All hours of all days.
IT Account Manager	An RGE resource assigned to a ministry as the single point of contact to address business needs
Active Directory	It is the central authority that manages the identities and brokers the relationships between distributed resources, such as applications, files, printers, and people, enabling them to work together and provides a consistent way to name, describe, locate, access, manage, and secure information about these individual resources.
ADS	Active Directory Service.
After Hours	Hours which are outside the "business hours".
AGNpac	The GOA multi-protocol data network for the electronic transfer of data between GOA locations province-wide.
Alberta Management Standards Committee	A committee made up of ministry representatives; that reviews and approves standards.
Application	Software that is comprised of a cohesive collection of automated procedures and data supporting a business objective. An Application consists of one or more components, modules or sub-systems and is accessed or used by customers to perform business functions. Applications can be either custom built or purchased packages. Purchased packages can be installed with or without customization. Includes the supporting documentation, media, help facilities and tutorials. Application excludes: customers computing productivity tools and other Infrastructure Services Software, database management software and other System Software, Software Development and Maintenance Tools, Middleware, other software which may be used to support more than one Application.
Approved Request	A Service Request that is in accordance with the current format and that has been approved by an authorized representative of the Customer and or RGE.
Architectural Blueprint	A document that defines the architecture blueprint for Shared ICT Services.
ATA	Advanced Technology Attachment – high volume storage, 2-3 second response times.
Authorized Requestor	An Authorized person representing the ministry
Availability	The Actual Uptime of a service.
Backup	To copy a file and place it in an appropriate (potentially alternate) location so that the file can be recovered if necessary.
Band 1	A Band 1 ICT asset is one that should be implemented once for the GoA and shared by all. It is a CORPORATE Asset. It is a STANDARDIZED (i.e. GAEA-Compliant) Asset. It is a CENTRALIZED Asset (i.e. located and managed centrally - e.g. by the RGE).
Band 2	A Band 2 ICT asset is one that doesn't necessarily have to be widely shared across

Term	Definition
	government, but must still be implemented consistently across government, to deliver strategic value. It is a DEPARTMENTAL Asset. It is a STANDARDIZED (i.e. GAEA-Compliant) Asset. It may or may not be a CENTRALIZED Asset (i.e. located and managed centrally - e.g. by the RGE).
Band 3	A Band 3 asset is DEPARTMENTAL. It is UNIQUE (i.e. not GAEA-Compliant and doesn't have to be; e.g. noncompliance is justified or due to legacy systems).
Base Build	The common set of Software and configuration setting applied to Workstations or Servers. For PCs includes the operating system, productivity suite, common programs and utilities, and standard configuration settings.
BCP	Business Continuity Planning
Best Effort	"Best effort" means that RGE will make every effort to respond to requests for services that are outside of the normal services or operational hours. Due to the nature of the work, priority will be mutually agreed between RGE and the customer.
Blackberry	A portable device used for remote wireless email, calendaring and cellular phone.
Block Time	Sundays: 7:00am – 10:00am. A scheduled maintenance period when system will not be available. RGE will contact affected customers two weeks in advance of any extension required to the normal block time.
Business Day	Monday through Friday, excluding Government of Alberta holidays.
Business Hours	The hours between 08:15 - 16:30 Alberta Time on Business Days.
Cabling	The physical connection between Equipment and a wall jack (i.e. the connections outside the wall), including physical cabling media, peripheral cabling used to interconnect electronic equipment, all terminating hardware and cross connect fields, but not including conduits and pathways.
Call	Problems, questions, or requests related to Services submitted by Authorized Requestors using telephone or electronic means.
Central Computing Centre	The data center located at Neil Crawford.
Certification	The process and methodology used to validate whether Equipment or Software meets functional requirements, adheres to security policies, and maintains compatibility with other certified products within the environment.
Change Management	The processes related to planning and performing all changes in the Shared ICT Services environment.
Chargeback System Number	A number assigned in order to charge back costs to the ministries.
CIO	Corporate Information Officer.
Conferencing Services	The provision of audio and video conferencing sessions to customers between two or more locations using Conferencing Premise Systems and the Conferencing Network.
Connectivity	The ability to access and exchange data, voice, and/or video electronic impulses between various Infrastructure components and with external sources as approved

Term	Definition
	by the Customer and provided to customers.
CPOC	Central Point of Contact.
Customer	This is an individual, a group or an organization that is a recipient of Shared ICT Services.
DA	Data Architect.
DASD	Direct Access Storage Device.
Data Centre	A Facility that houses and provides a controlled environment to store and retrieve data.
DBA	Database Administration.
DBMS	Database Management System.
Desktop	A setup composed of a PC or Thin Client and peripheral devices that enable an end customer to perform work. Peripheral devices include keyboards, mice, monitors, speakers and external storage devices.
Desktop Hardware	Hardware devices and Components that are directly used by customers. These include Workstations, PDAs and other mobile Equipment, printers and scanners. It does NOT include routers, hubs, switches, Servers and other devices not directly used by customers.
Desktop Software	All Software installed on customer's desktop hardware.
DFS	Distributed File System.
Disaster Recovery	The specific activities related to continued provisioning of the Services in the event of a Disaster.
DR	See Disaster Recovery.
EIPS Security Contact List	A list of ministry security representatives/contacts.
Enterprise Agreement	Enterprise Agreement under End User Computing refers to the Microsoft Enterprise Agreement for the desktop productivity suite of applications. (Such as Outlook, Powerpoint, Excel, Word, etc.)
Exchange	A product of Microsoft that is used to provide messaging services such as eMail.
Expenditure Officer	An authorized representative of the ministry that has signing approval for expenditures at the appropriate level of expense value.
Facilities	The physical location(s) from which the Services are provided.
FOB	A device used to provide strong authentication.
FOIP	Freedom Of Information and Protection of privacy.
General Availability	The release for distribution by a Software vendor of a fully supported production Software product, including service packs, patches, fixes, version and release upgrades.

Term	Definition
Globel Print	A third party vendor providing printing services.
GOA	See Government of Alberta.
Government of Alberta (GOA)	Her Majesty the Queen in right of Alberta.
GUI	Graphic User Interface. The use of pictures to represent the input and output of a program.
Hardware	The computers and related equipment used in connection with the provision of the Services including central processing units and other processors, controllers, modems, communications and telecommunications equipment (data and video), cables, storage devices, printers, terminals, hardware tokens, other peripherals and input and output devices, and other tangible mechanical and electronic equipment intended for the processing, input, output, storage, manipulation, communication, transmission and retrieval of information and data.
HSM	Hierarchical Storage Management
ICT	Information and Communications Technology.
IMAC	An approved activity associated with an install, move, add, change or removal of Hardware and/or Software where: • Install means install of a Hardware device at a designated location including all necessary tasks to make it fully operational • Move means moving a Hardware device from one designated location to another designated location • Add means the addition of Hardware or Software components to an existing Hardware device • Change means the replacement of Hardware or Software components on an existing Hardware device
IP	Internet Protocol.
IT	Information Technology
ITR	Information Technology Representative
LAN	See Local Area Network.
Local Area Network (LAN)	A communications network that serves customers within a confined geographical area. It is made up of servers, workstations, network operating systems and communications links. LANs will include all appropriate routers, hubs, gateways or other hardware, software or materials necessary or desirable for the efficient operation of the network.
Mainframe	A server capable of running the IBM z/OS operating software, natively or in an LPAR without emulation, in 64-bit z/Architecture mode, or its successors.
Memorandum of	A document that defines an understanding to cooperate together to reach a

Term	Definition
Understanding (MOU)	common goal.
Ministry	Is a major administrative division of a government (e.g. Alberta Infrastructure, Alberta Innovation and Science)
ML1/2/3	Migration Level for storage, utilizing the optimum storage device for the usage of the data from disk to tape.
N	The most current major release of a Software product that is generally available to the public. N-1 shall be the major release immediately prior to N.
NAS	Network Attached Storage – high volume storage, less than one second response times.
Network	The telecommunications circuits, and the LAN/WAN assets supporting these circuits, between customers Workstations, the Customer Site Hardware, and the Supplier Data Center Hardware or other Customer Hardware.
New Hardware Evaluations	Indicates the testing of hardware that is new to the environment. This evaluation will include a technical evaluation of product features based on business and technical requirements, product testing in the RGE test environment, and the development of install and configuration procedures.
Non-Standard Desktop	A non-standard desktop is a desktop that is configured differently than the GOA standard build identified above under Service Description. It includes additional software, hardware or additional privileges such as Admin rights.
OMR	Optical Mark Reader
On-Call	RGE will provide a unique telephone number or pager number to use when customer support is required outside of prime time.
Operations and Technical Support	Coordination and management of the technical environment (such as infrastructure, operating system, networks) which includes monitoring of operations and performance; maintenance of hardware and software; advice on technical issues related to operating systems and peripheral system hardware and software; and management of infrastructure to maintain reliable access.
PACT	Procurement and Asset Control Team
Password	A code associated with a Customer Credential that enables access to Systems and resources.
Password Reset	Using appropriate Software commands to restore a Customer Credential to usable status.
PC	See Personal Computer.
PDA	See Personal Digital Assistant.
Personal Computer (PC)	A customer's Desktop and/or Notebook computer including all desktop software installed thereon and all Hardware install in or attached thereto.
Personal Digital Assistant	A small hand-held computer typically providing calendar, contacts, and note-taking Applications but may include other Applications, for example a web browser, media

Term	Definition
(PDA)	player and mobile phone capabilities.
POP	Point of Presence.
Prime Time	The hours between 07:30 and 17:00 on Business Days.
Problem Management	The process of tracking, managing and resolving problems in the Services.
Procurement Catalogue	The Government of Alberta standing offer list of items.
Refresh	The upgrading and/or replacing of Hardware and Software at the end of its expected useful life.
Restructuring and Government Efficiency	A ministry within the Government of Alberta.
RGE	The Ministry of Restructuring and Government Efficiency
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SAN	Storage Area Network – very high availability, millisecond response times..
SBC	Server Based Computing
Secure Socket Layer	A cryptographic protocol to provide secure communications on the Internet.
Server	A device that provides computer processing services to customers or other computing devices, connected via a network. A Server may support one or more Server Nodes.
Service Desk	The provision of a single point of contact for the coordination of all Shared ICT Services incidents, problems, requests (including Service Requests), and questions, as well as related support functions.
Service Level	Availability, response times or other performance standards for the Services.
Service Request	A Customer request for Services submitted by an Authorized Requestor.
Shared ICT Services	A single entity or environment providing Information and Communication Technology services to two (2) or more business organizations.
SLA	Service Level Agreement
SLO	Service Level Objective
SMB	Supply and Management Branch
SME	See Subject Matter Experts
SMS	Systems Management Server is a Microsoft product that provides system management services for software deployment.

Term	Definition
Software	Application, Middleware, Infrastructure Services Software, Software Development and Maintenance Tool, and System Software; and includes Documentation and Materials required to operate or support the provision of Services.
SSL	See Secure Socket Layer
Standard Desktop	A certified common base build image including the operating system and supporting utilities. The productivity suite will commonly include software for e-mail, word processing, spreadsheet, presentations and financial analysis.
Standing Offer	Listing of available products available for purchase.
Subject Matter Experts	Resources that have an expertise in a specific area/discipline.
TCP/IP	Transmission Control Protocol/Internet Protocol.
TLS	See Transport Layer Security
Transport Layer Security	A cryptographic protocol to provide secure communications on the Internet.
VIP	Very Important Person
VPN	Virtual Private Network.
WAN	See Wide Area Network.
Wide Area Network (WAN)	A long haul, high speed backbone transmission Network, consisting of WAN Equipment, Software, fixed and wireless Transport Systems, Interconnect Devices, and Cabling that are used to connect and transmit Data, voice and video signals to within, between or among: LANs and the Customer.
Wiring	The physical wire connection within walls, between floors and between buildings.